NH-HMIS

Agency Administrator Training for ServicePoint 5

August 2012

Agency Administrator Training

Introduces an agency administrator to what they need to know about HMIS for their agency.

An agency Administrator is required to take both User and Administrator training.

It is a HUD Requirement if you are an agency administrator you need to attend a training session and be tested to confirm that you have the skills and ability needed for the role.

The training will cover how to make the system work best for your agency's needs and appropriately secure confidential information.

Agency Administrator Training Topics

Review of Roles & Responsibilities

Reset Users' password

NewsFlash – Agency News Administration

Admin Providers –
- ResourcePoint-Related Information
- ShelterPoint-Related Information
- Quick lists setup & services provided

ResourcePoint - resource database

Reports – Canned & ART

Role of the Agency Administrator

Each Agency must have an Agency Administrator

1. Provide first tier technical support to end users.
   Note: *If the Agency Admin is unable to resolve an issue, the Agency Admin should contact NH-HMIS.*
   a. Change end user passwords when they have forgotten their passwords.
   b. Notify NH-HMIS to deactivate a user account for a staff person that has left.
   c. Notify NH-HMIS if a user name or email has changed.
2. Monitor end users to ensure the that procedures in the *NH-HMIS Policies and Procedures Manual* (see the http://www.nh-hmis.org website) are followed.
3. Maintain ResourcePoint, via Provider Admin, to ensure it is accurate and up to date.
4. Verify their bed inventory/list matches was is reported to HUD & the state of NH .
5. Maintain their Service Quicklist to ensure the correct service codes are listed and used.
6. Maintain Agency News in ServicePoint, if applicable.

Manage User Account/Passwords

Reset Passwords

Sometimes a user may forget their password

IMPORTANT: After three failed login attempts, ServicePoint will inactivate a user, requiring re-activation by the Agency Administrator or System Administrator.

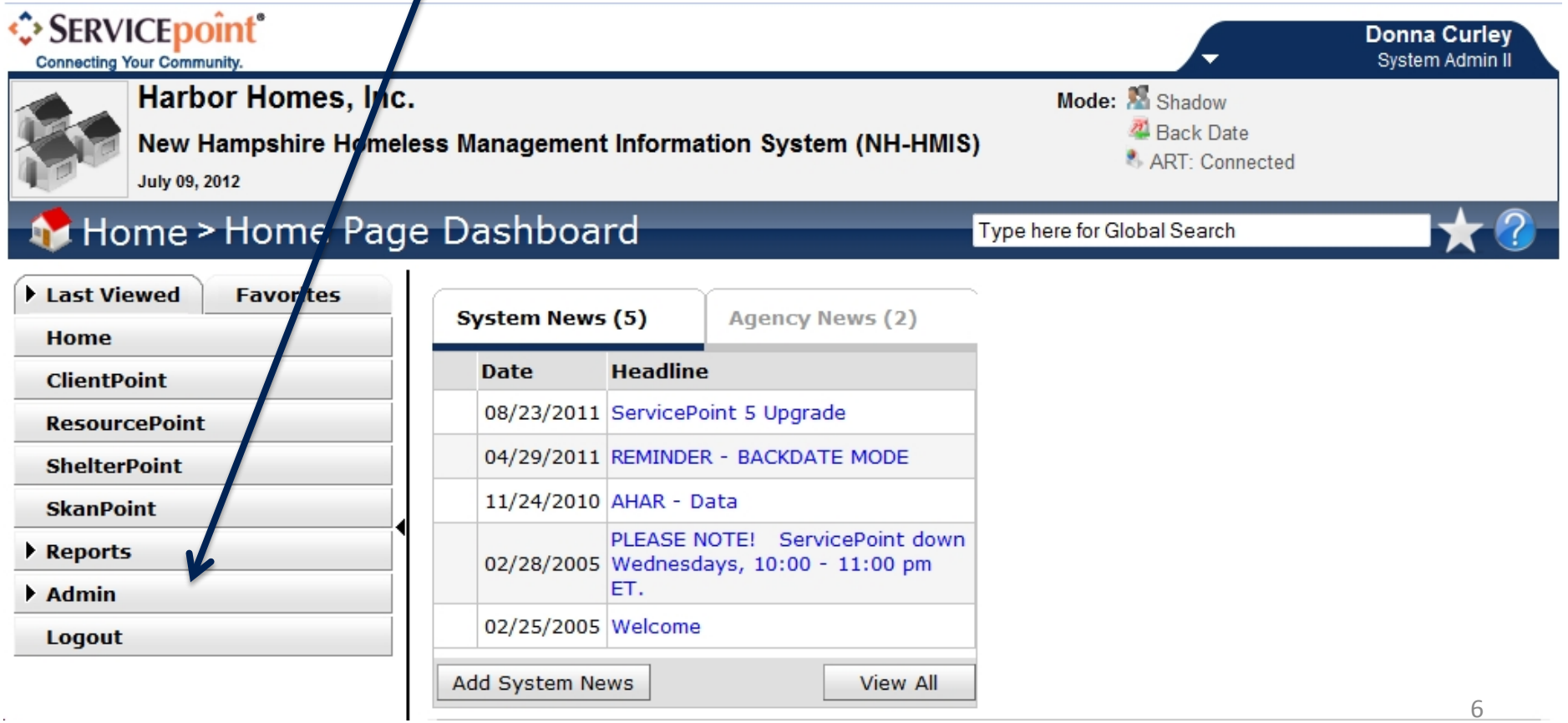
It is vital that the user remembers their password.

Keep in mind that passwords:

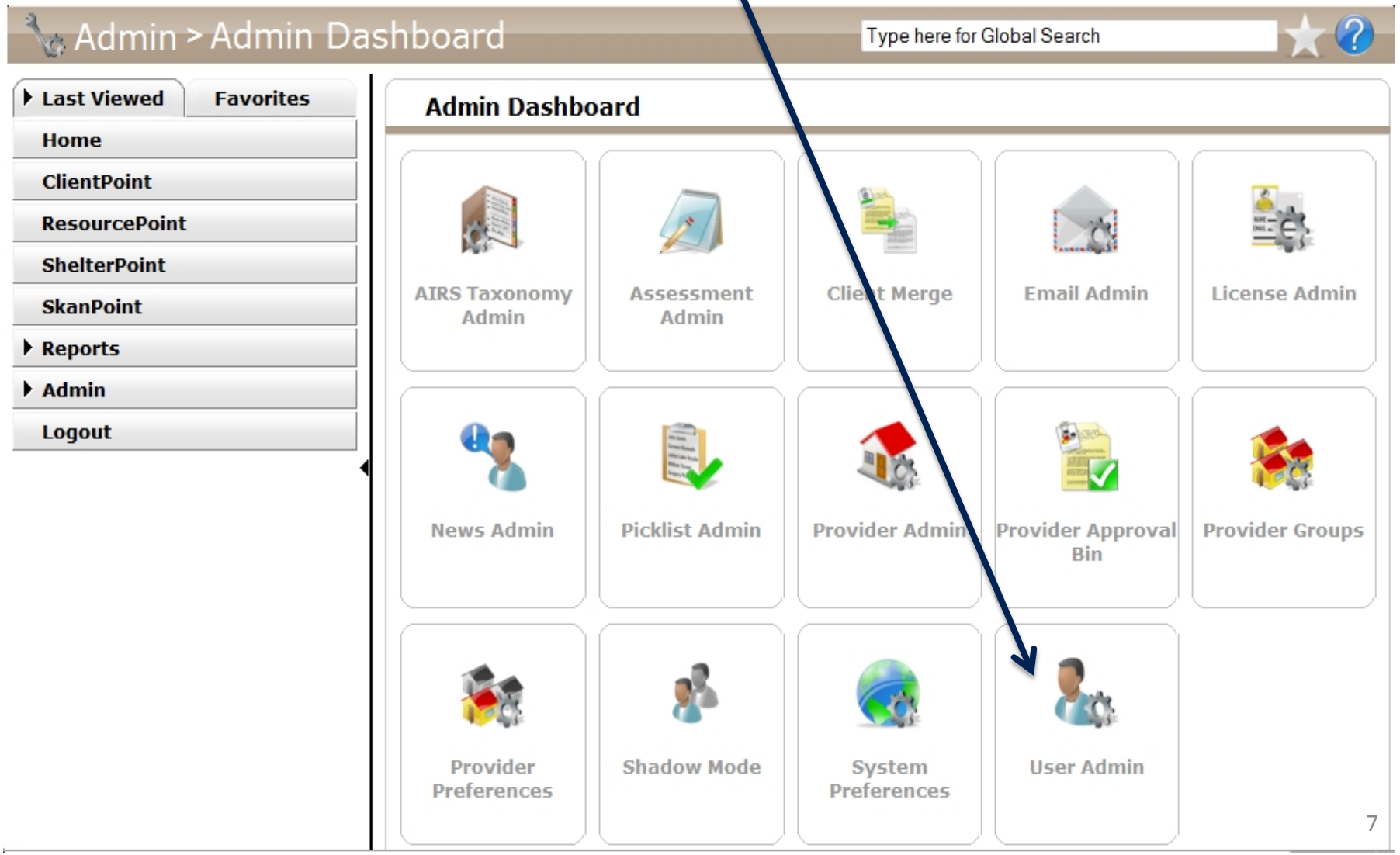
- Must be 8 to 16 characters long
- Must contain at least 2 numbers
- Case sensitive
- Don't try to trick the system and keep using the same password when it prompts you to change at the 45th day… it will lock you out
- Log in 4 times unsuccessfully? The User Profile (your license) will be set to Inactive

Reset a user's password

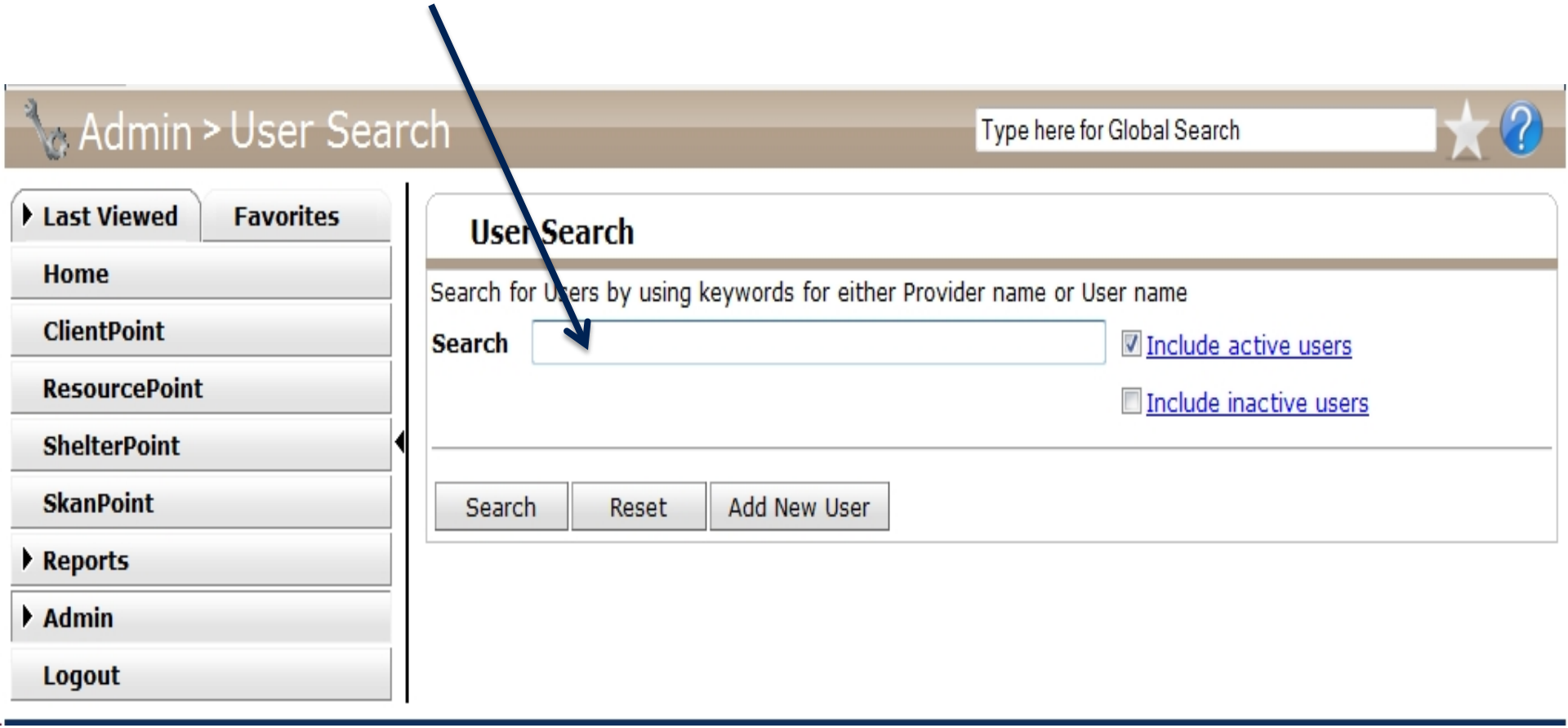
From the Home Page Dashboard, click the Admin tab located on the navigation toolbar. The screen will refresh and display the main System Administration Dashboard screen.



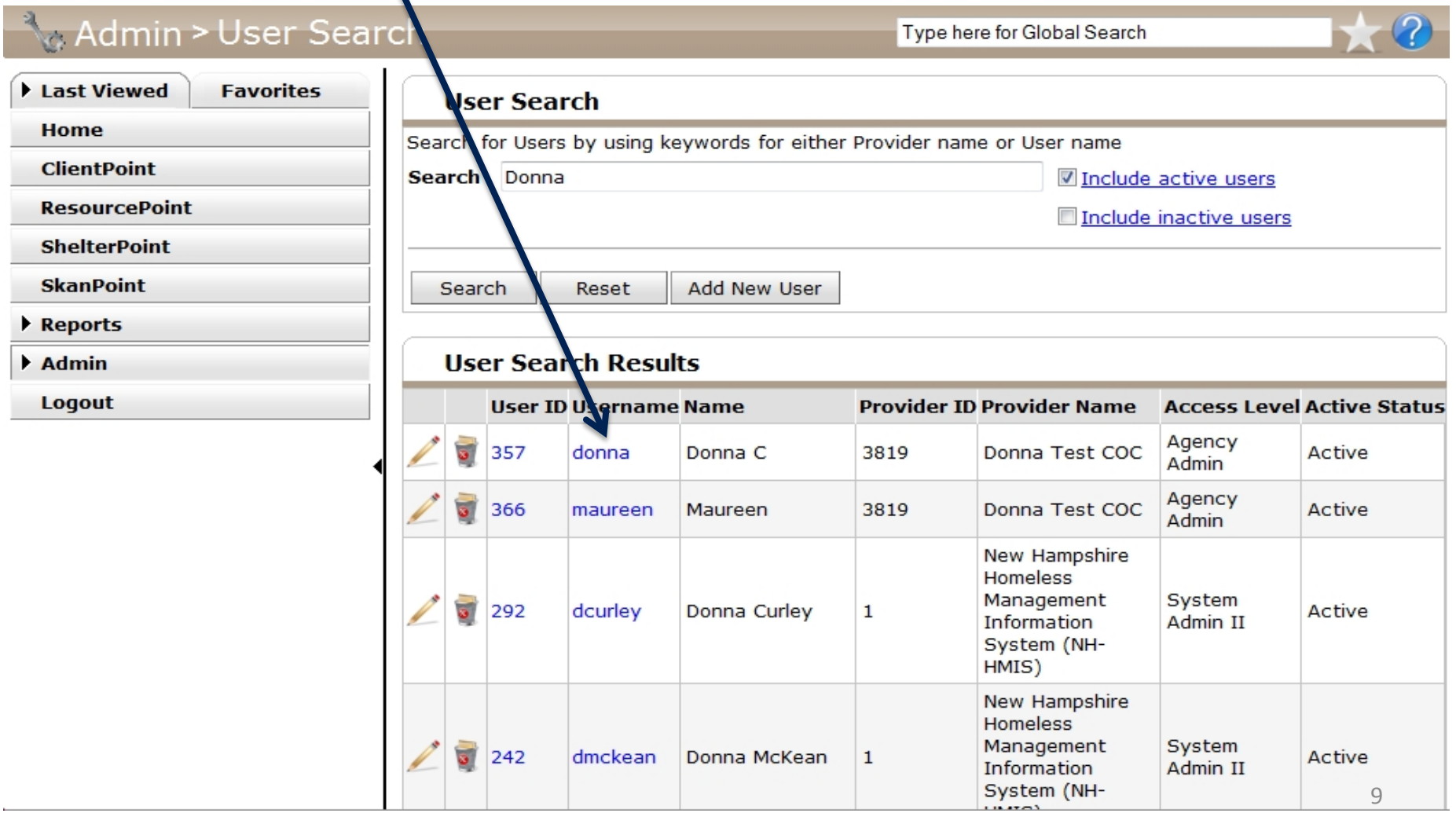
Select User Admin



Type in the User name of the password you need to reset, and click the Search button

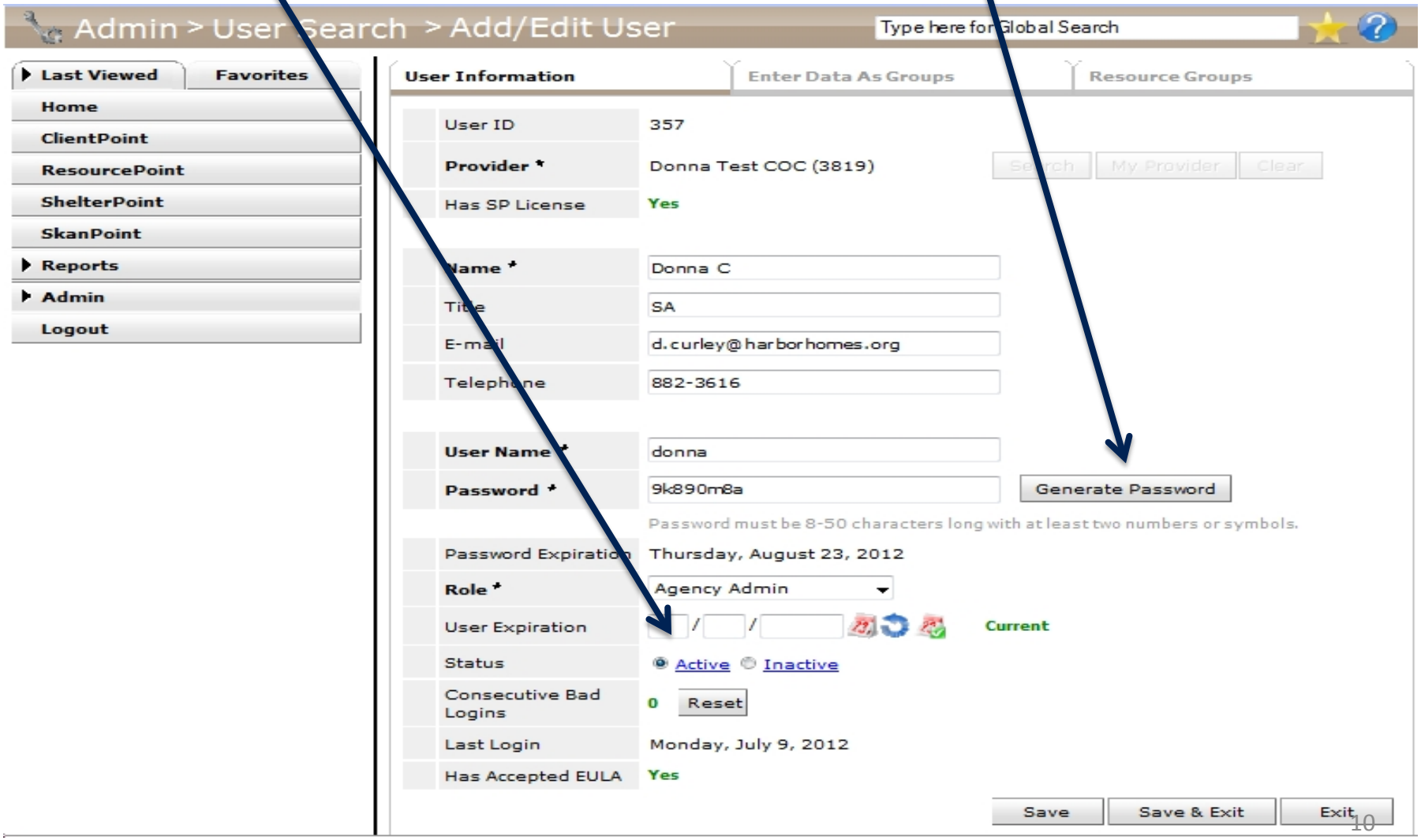


Click on the user you need to reset



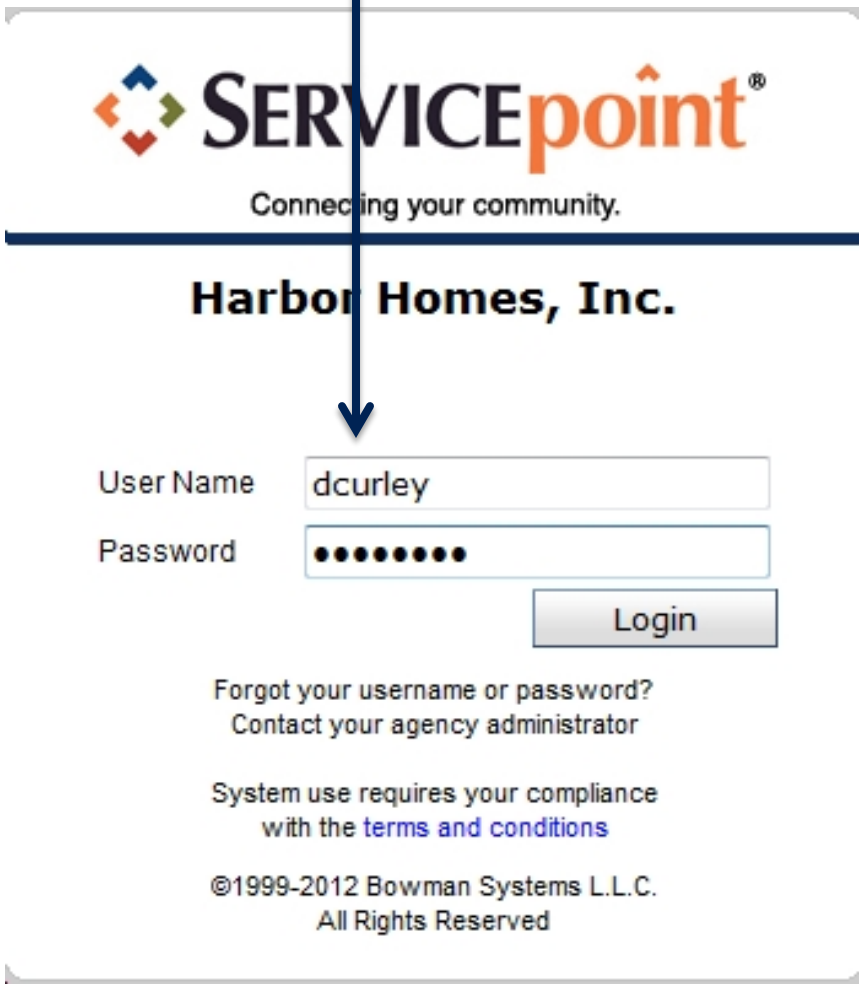
Check to make sure the User Status is "Active"

Click on the Generate password button, this creates a temporary password



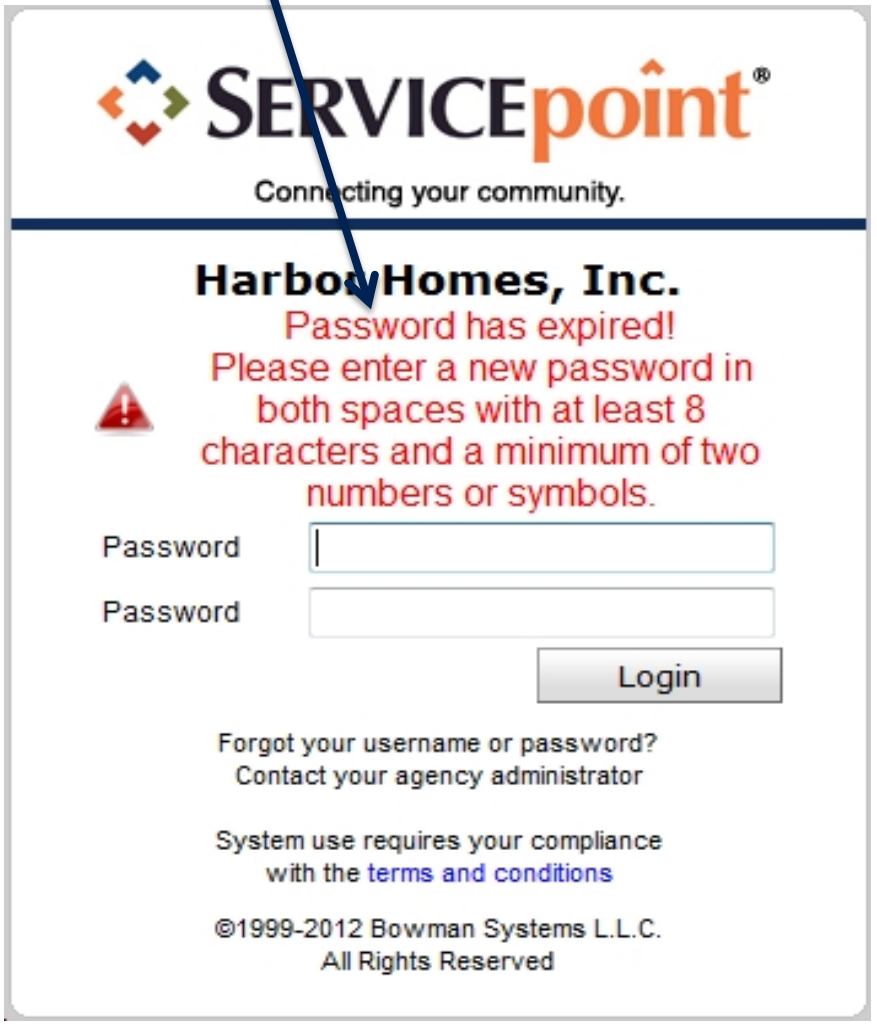
Step 1

Have the user log in with their temporary password



Step 2

The user must change the temporary password


SERVICEpoint®
Connecting your community.
Harbor Homes, Inc.
Password has expired!
Please enter a new password in both spaces with at least 8 characters and a minimum of two numbers or symbols.
Password
Password
Login
Forgot your username or password?
Contact your agency administrator
System use requires your compliance with the terms and conditions
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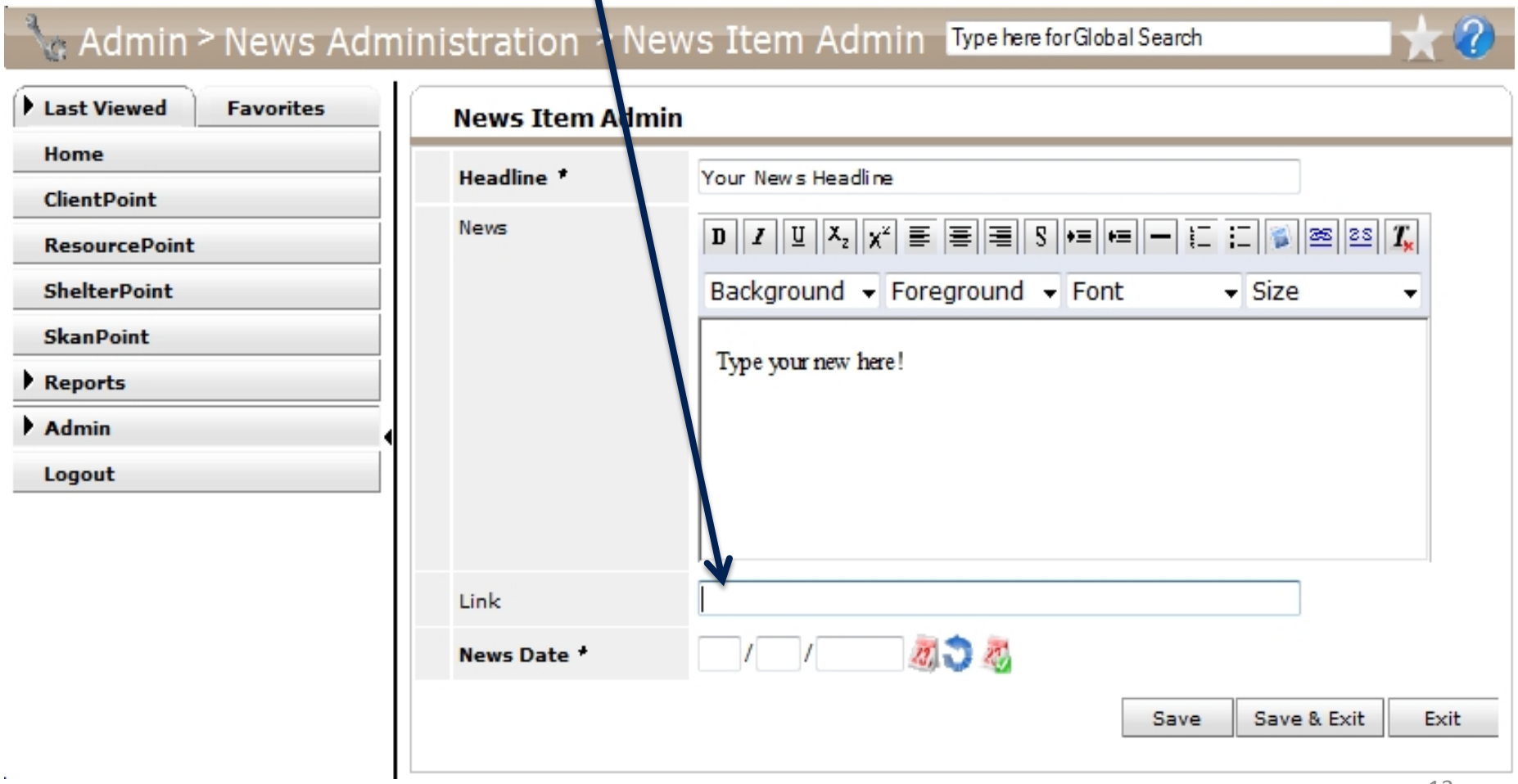
News Administration

Manage communication with End Users, including Agency- and Program-specific announcements and reminders for staff.

Selecting the “Agency News” tab will show what information your provider has displayed for other users’ dashboard, as well as the option to “Add Agency News”.

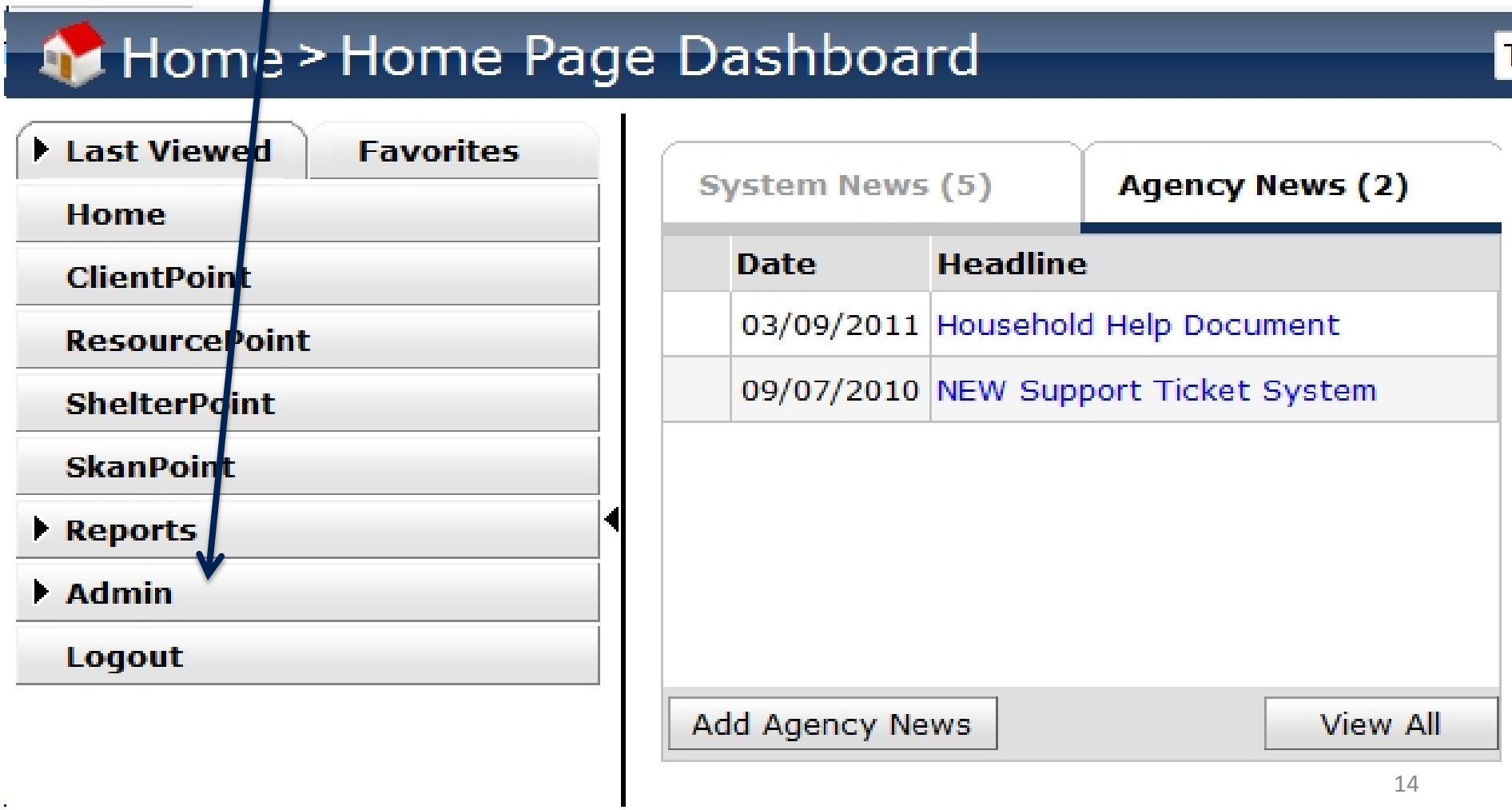
Add Agency News

You can also add in a link to a website for your new item. Don’t forget to Save!



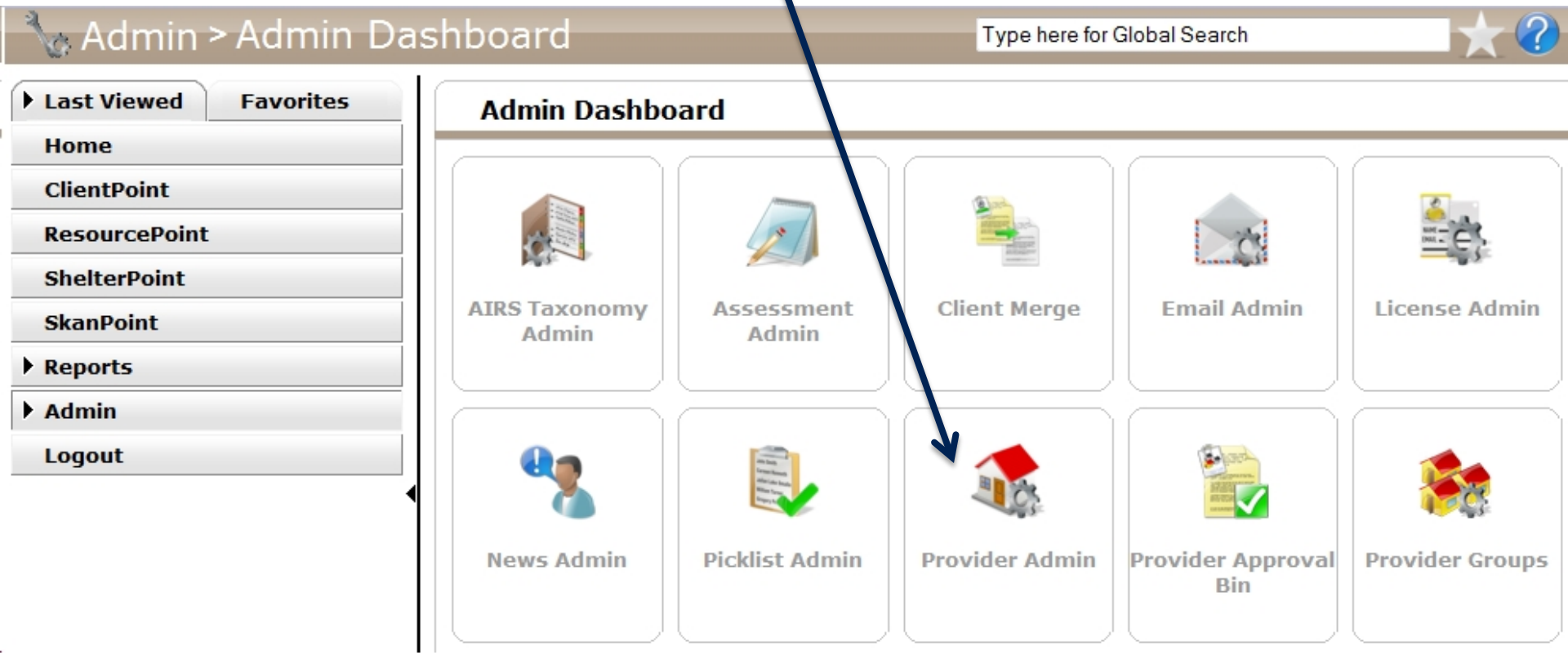
Provider Administration

Manage provider information including the provider profile, provider description & location information, quick lists setup, services provided, bed lists for your “Provider Information page.” Select “Admin.”



Provider Administration

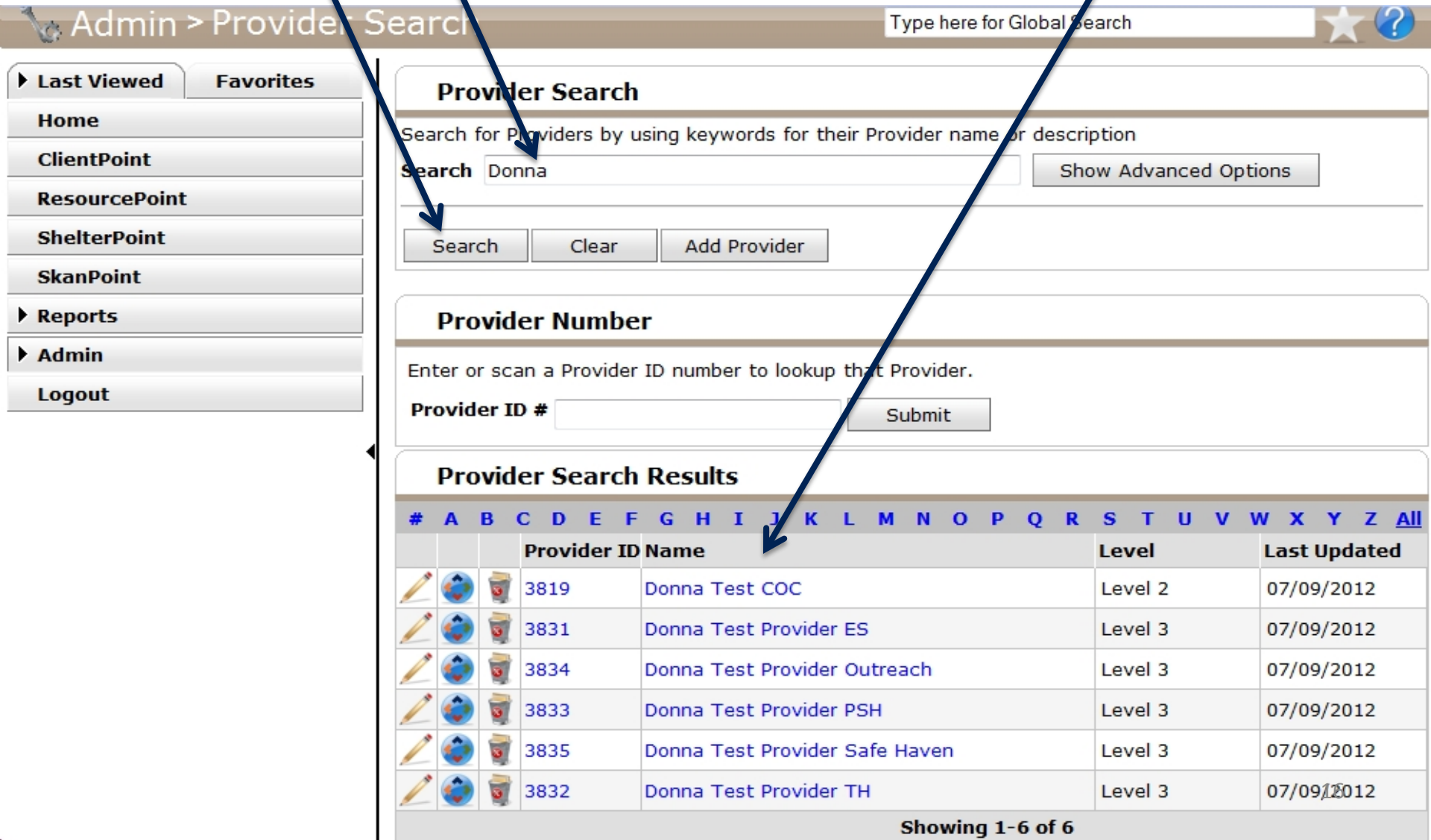
Select “Provider Admin”



Provider Administration

Type in your Provider name, or just select Search

Your Provider(s) will be listed, click on a Provider



Profile

Provider Administration

(104) Balance of State Outreach

Provider ID	104
Provider Name *	Balance of State Outreach
Agency/Program (AKA)	HOIP
Parent Provider	(4) Balance of State Continuum of Care
Profile Image	Change Clear
Created	03/23/2006 12:48 PM by Fred Gibbs on behalf of New Hampshire Homeless Management Information System (NH-HMIS) (Level 1)
Last Updated	07/09/2012 8:19 AM by Donna Curley on behalf of New Hampshire Homeless Management Information System (NH-HMIS) (Level 1)
HUD/HMIS Provider	☑
AIRS Compliant	☑
Uses ServicePoint	☑
Operational	☑
SSVF Provider	☐

Email Provider

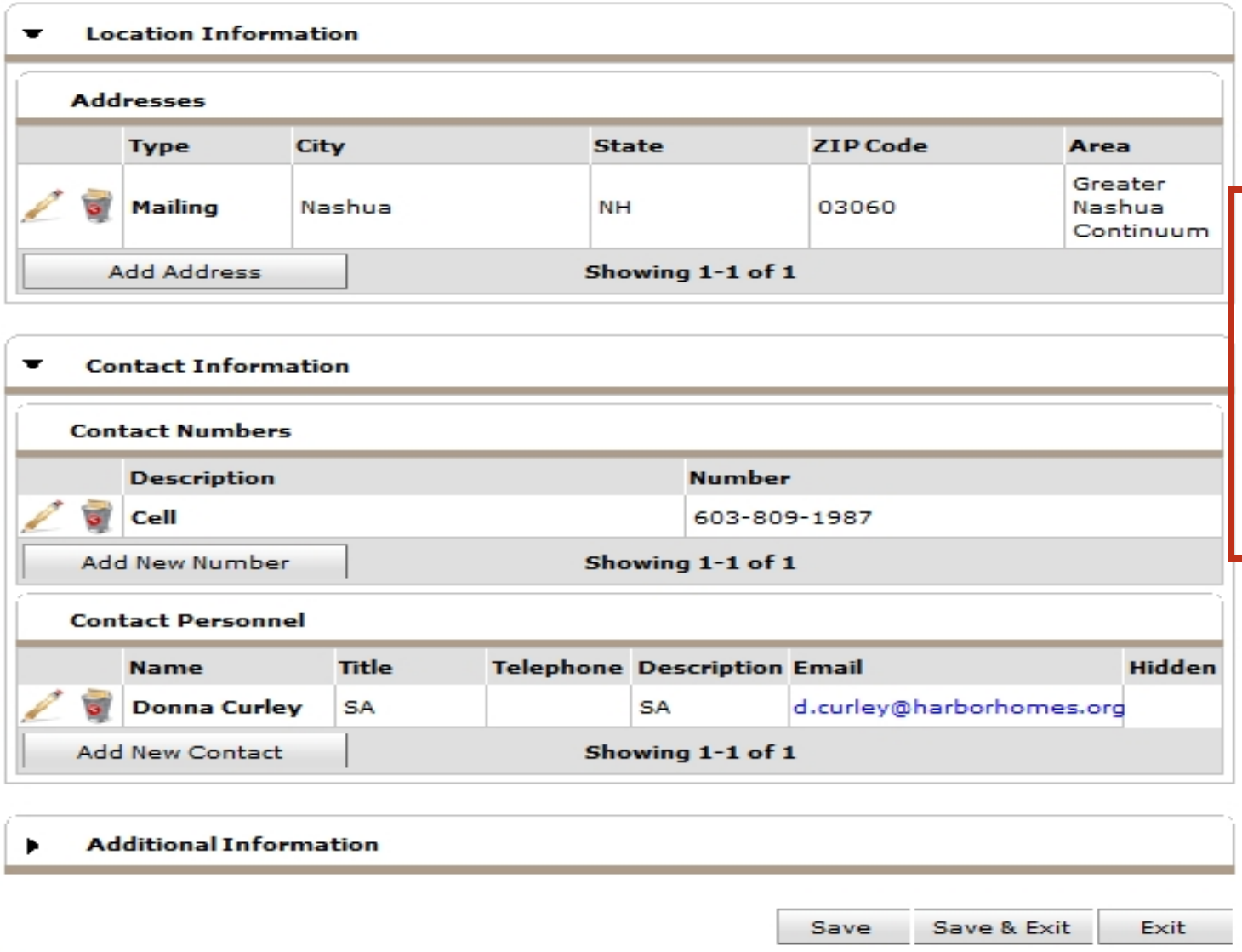
Save | Save & Exit | Exit

Profile | Visibility | Services | Module Settings | Assessments | Maintenance

Provider Profile | Standards Information | Provider Access | Provider Assessment

Profile

Provider Administration

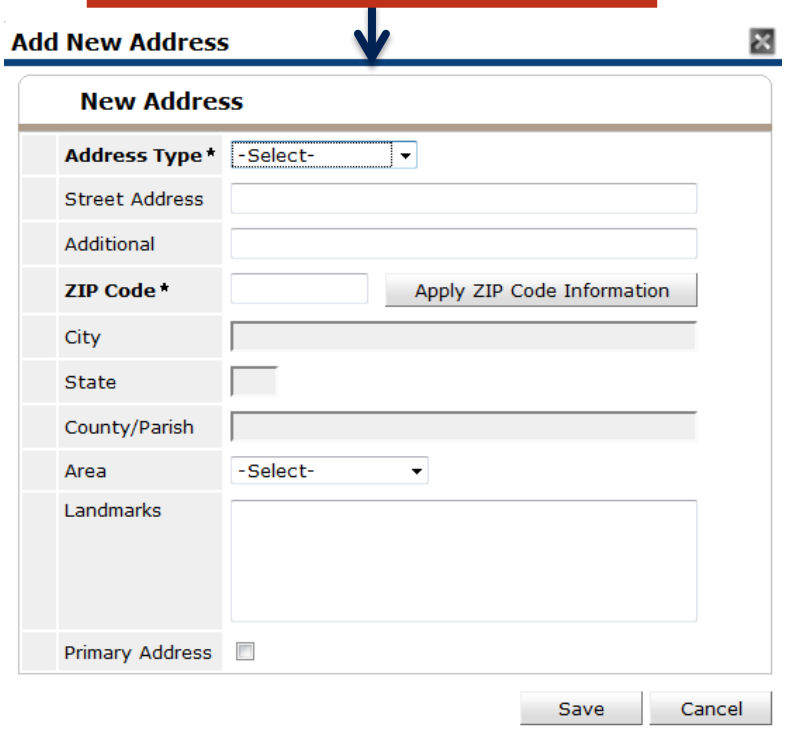


Checklist:

Official Update
Location Info
Contact Info
Additional Info

Location Information

Verify physical, mailing or P.O locations for the provider by completing the **New Address** detail screen. Mark only one **Primary Address** per Provider.

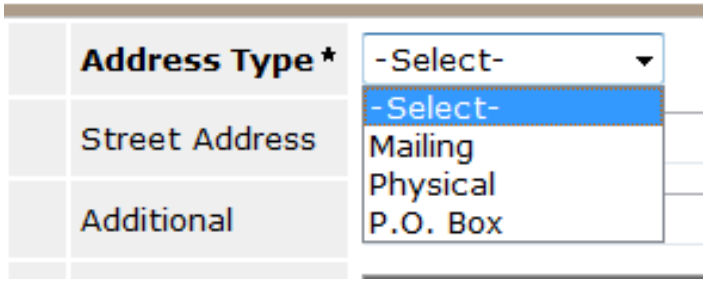


Location information contains an Address Type picklist to allow for more than one address for each Provider. It is optional to enter more than one type of address for a Provider.

Mailing address is typically the primary address for billing purposes.

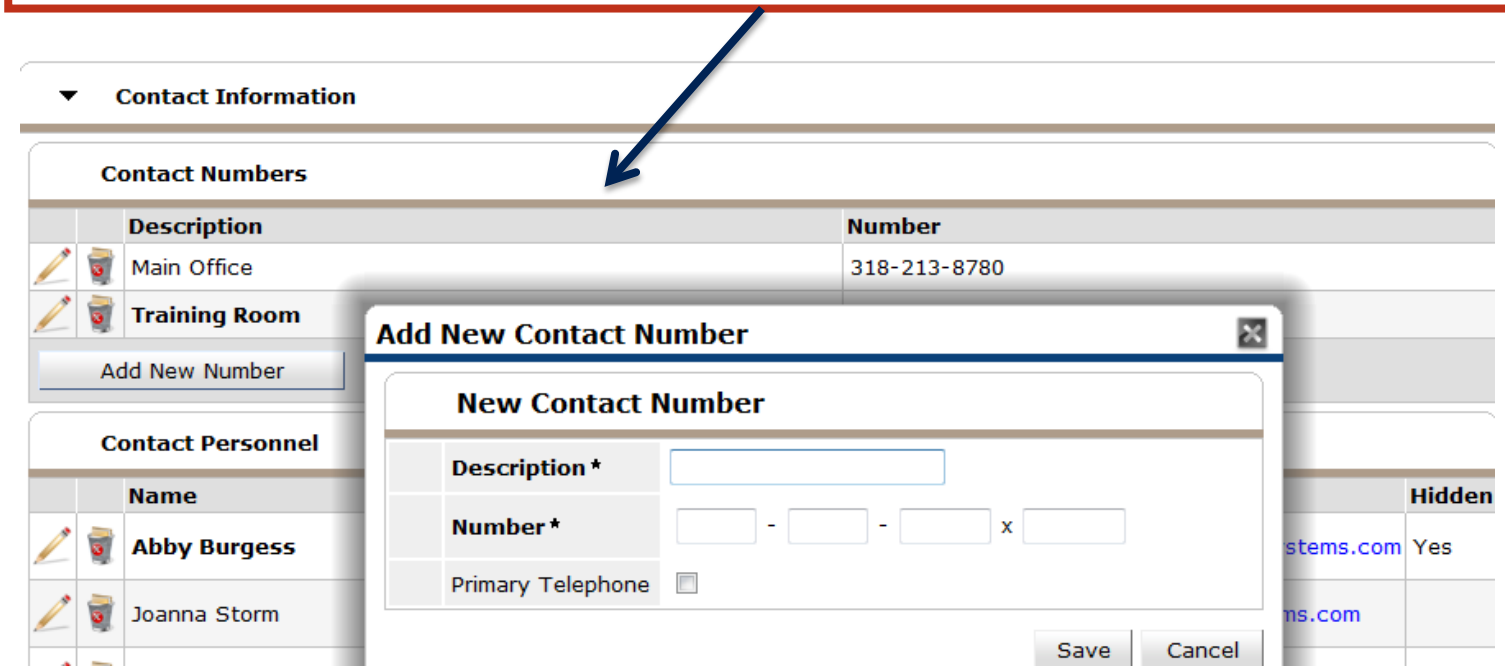
Physical address is typically the Providers physical location.

P.O. Box can be used for providers where no physical location can be or should be viewed in *ResourcePoint.*



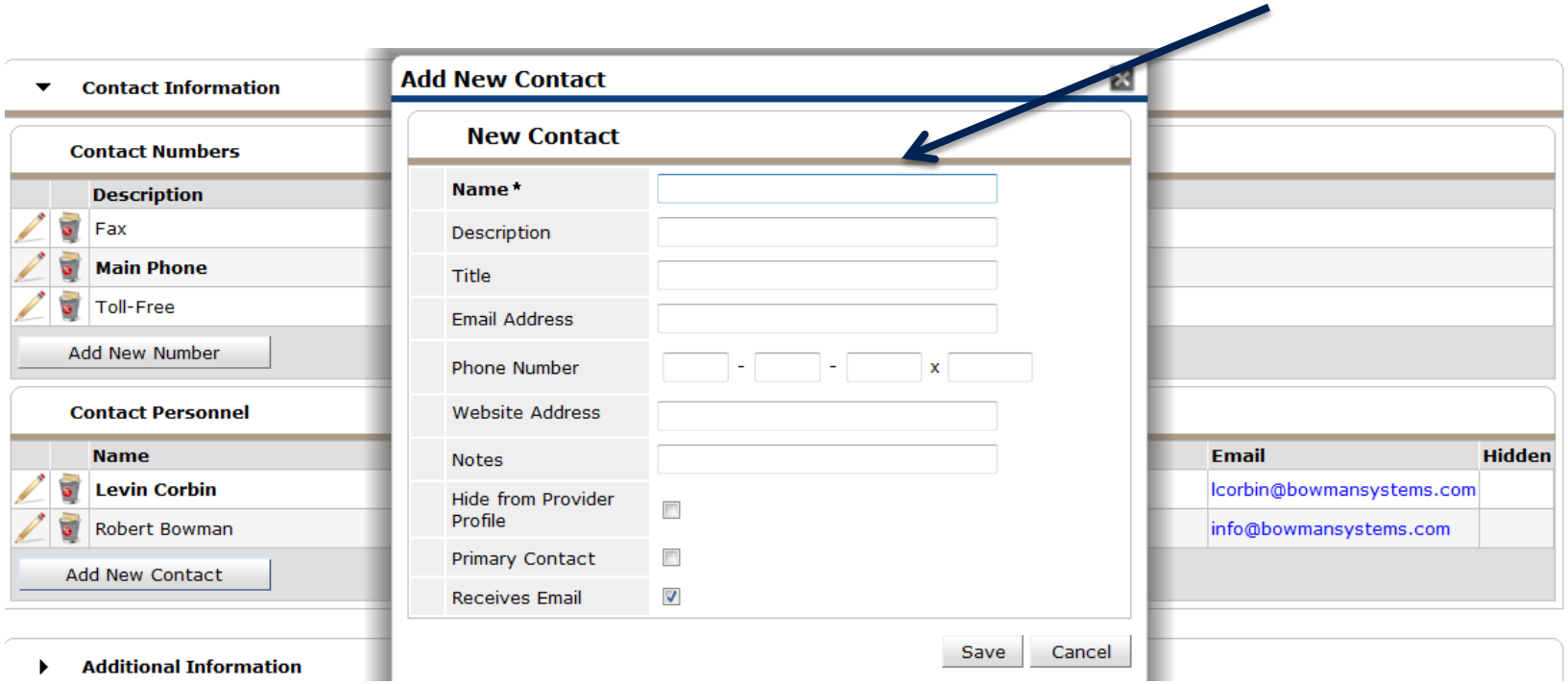
Contact Information

Click **Add New Number**. Complete the **New Contact Number** screen , providing a description for the number, i.e. Operator or Front Desk. Mark only one contact number as **Primary Telephone**. All contact information will be displayed in *ResourcePoint* where applicable. Click **Save** to continue and return to the Profile.



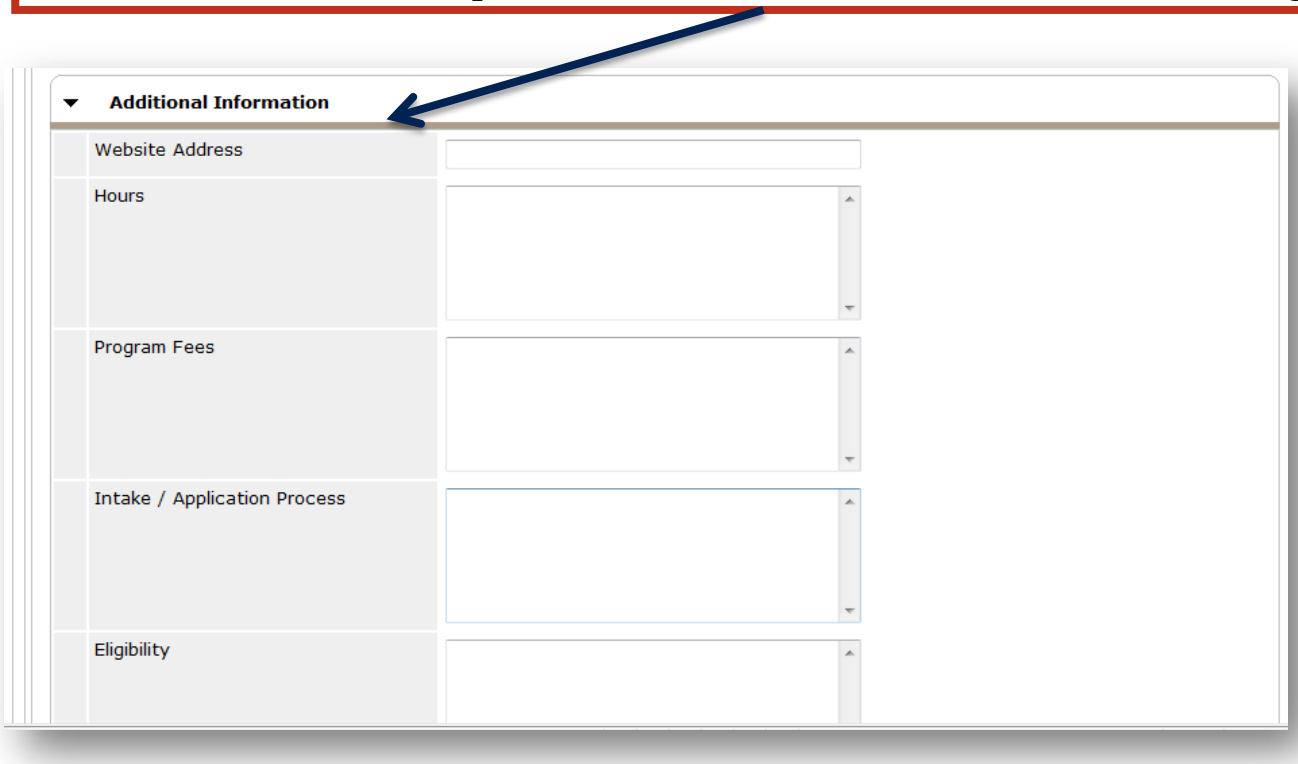
Contact Personnel

Click **Add New Contact**. Complete the **New Contact** screen. Note: **Hide from Provider Profile** will hide this personnel from the Provider Profile in *ResourcePoint* where applicable. Mark only one **Primary Contact** per Provider (not the "hidden" contact). Mark the **Receives Email** box for all contacts to receive referral or other emails. **Click Save** to continue and return to the Profile.



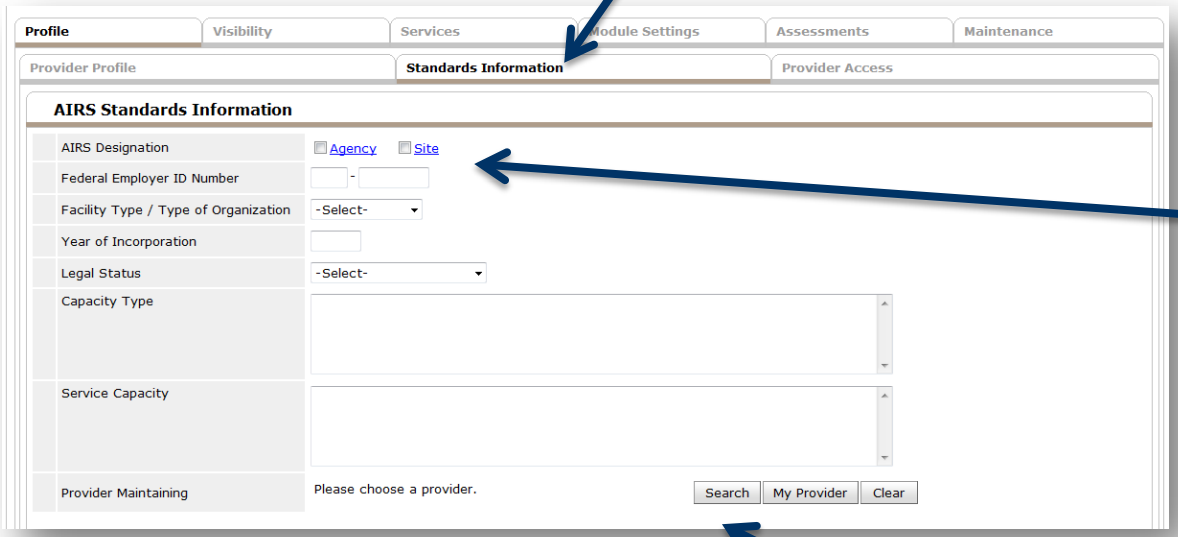
Additional Information

The Additional Information sub-section information can be completed as necessary. This information shows on the both the *CommunityPoint* and *ResourcePoint* Provider profiles. Click the **Save** button to retain changes.



AIRS Standards Information

Bowman Systems maintains the fields on the **Standards Information** tab as directed by HUD- and AIRS-Standards, check boxes, respectively.

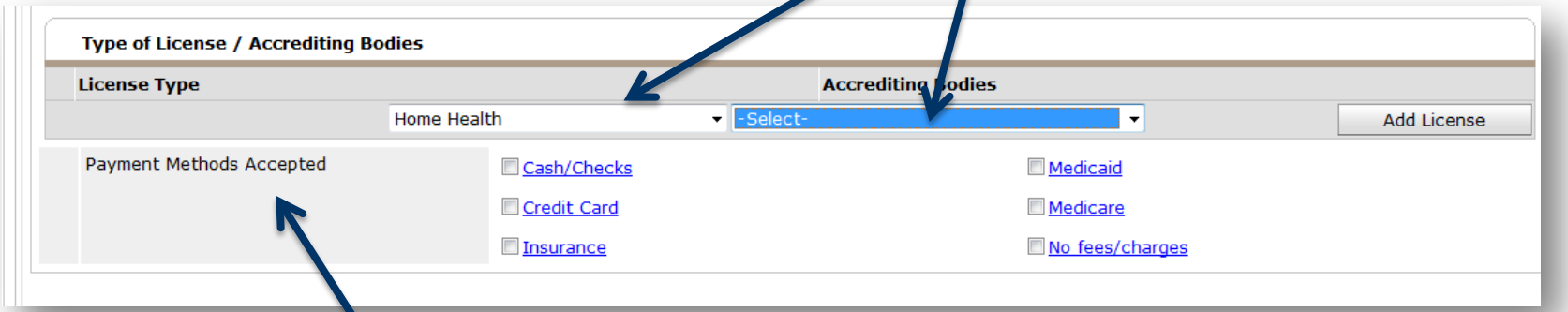


The **Agency** and **Site** designations are place holders for Providers to perform AIRS exports.

Note: *Under "Provider Maintaining" a search can be executed or the "My Provider" option may be selected and this will populate the field called " Provider Maintaining"*

AIRS Standards Information

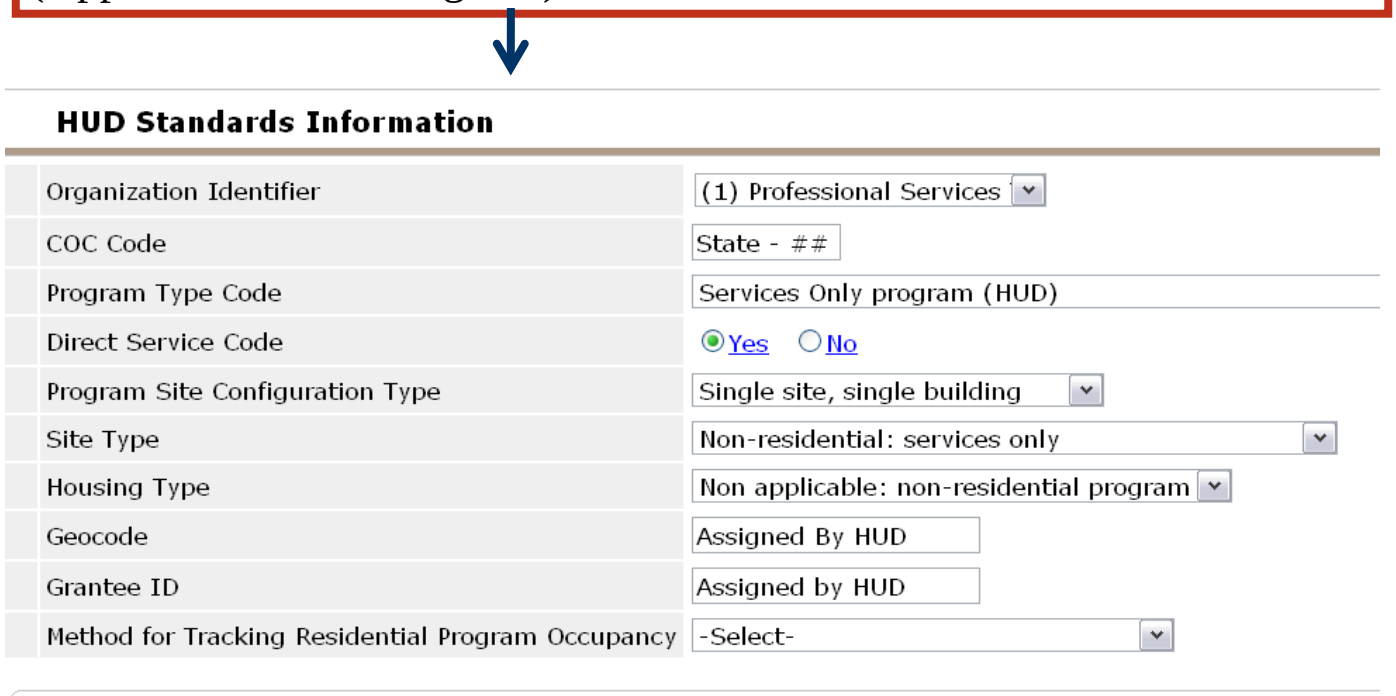
To add a License, first select the License Type (from the picklist), and then identify the appropriate Accrediting Body (from the corresponding picklist). Click **Add License** to apply.



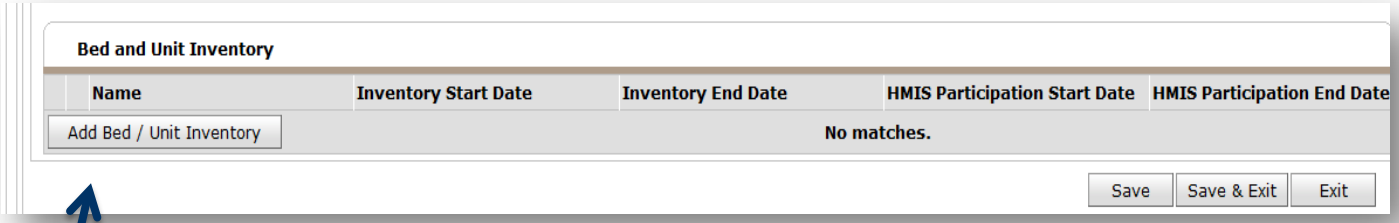
If payments are received, be sure to check off which payment types are accepted. If fees and charges do not apply then check the "No fees/charges" box. This information will show up on the provider profile when searched with *ResourcePoint.*

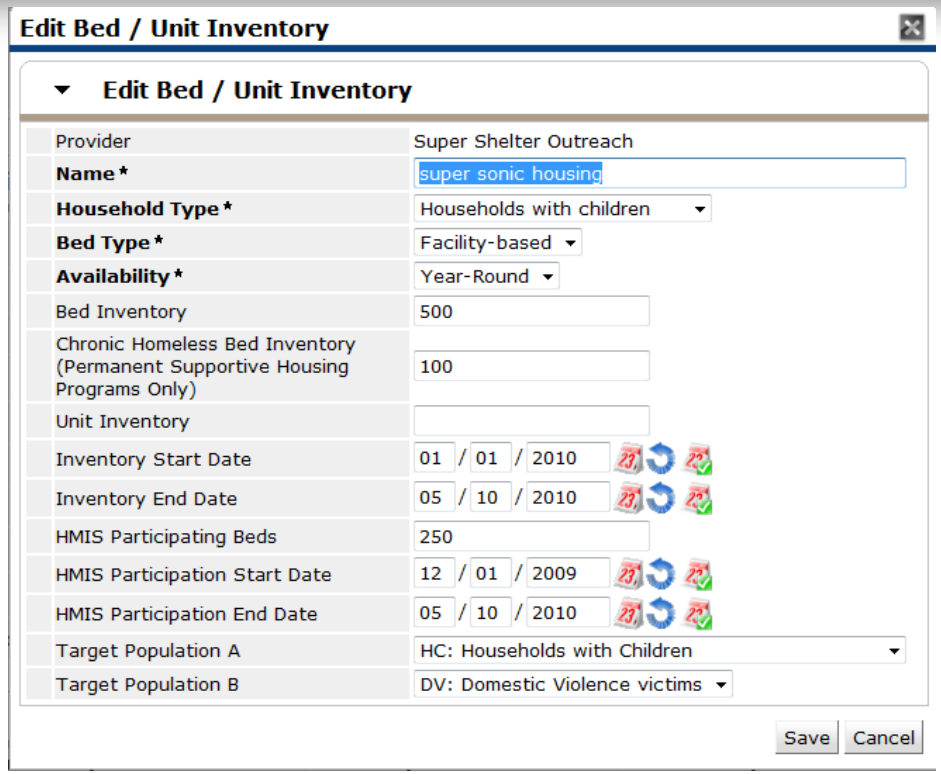
HUD Standards Information

Verify the **HUD Standards Information** as required by your Grantors, and specify the appropriate **Program Type Code** in order to ensure accurate reporting on HMIS Reports, including AHAR, Pulse and Point In Time. For more information, refer to the **HMIS Data Standards "Exhibit 1-1: Summary of Program Descriptor Data Elements"** (Appendix, Federal Register).



HUD Standards Information



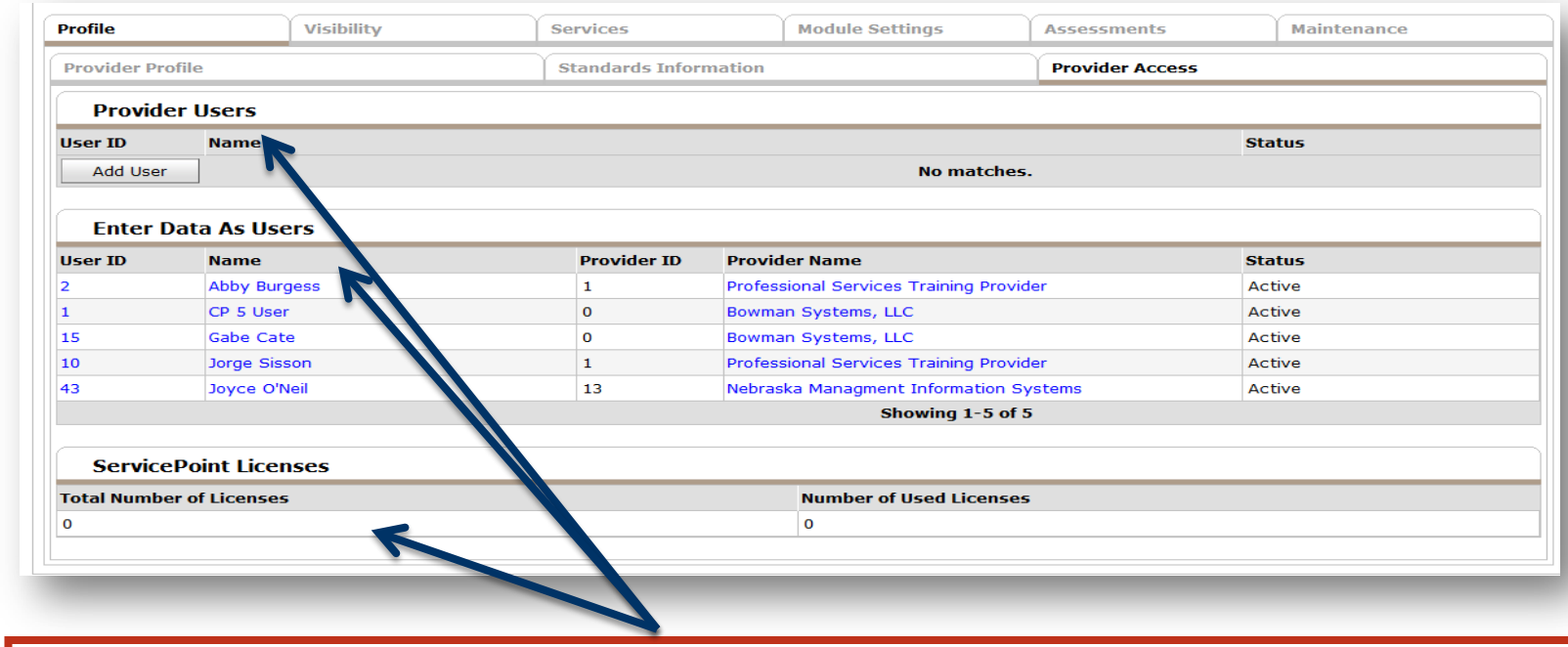


Complete the Bed/Unit Inventory per HUD Guidelines and the "Housing Inventory Chart". This information should be updated annually and as changes in inventory occur. Inventory End Date should be used when the beds are no longer available to the community.

Note: *Reference ART Gallery report 0341 (Current Bed Inventory) and User Manual for further information on recording and reporting this data.*

Provider Access

Provider Users can be viewed, selected for editing and added right from the Provider Access tab.



Enter Data As Users can be viewed and selected for editing.
ServicePoint License totals and used licenses can be viewed for each Provider on its access tab. The Provider must have ServicePoint Licenses allocated before assigning licenses to users from this tab.

ShelterPoint Module Settings

Save | Save & Exit | Exit

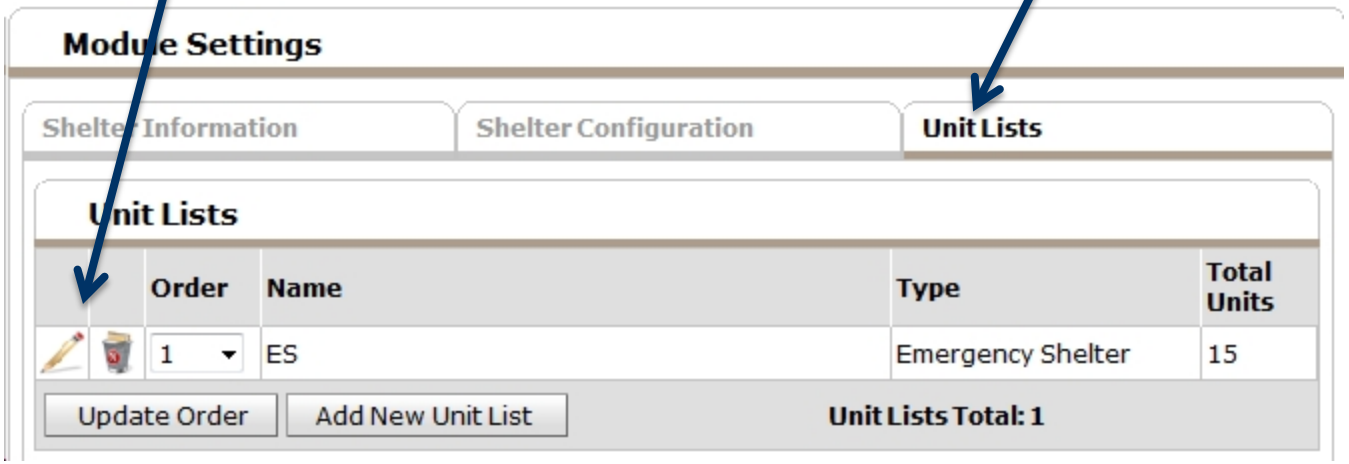
Module Settings

Shelter Information | Shelter Configuration | Unit Lists

Shelter Service Code — Please choose a Shelter Service Code — Select Service Code | Clear

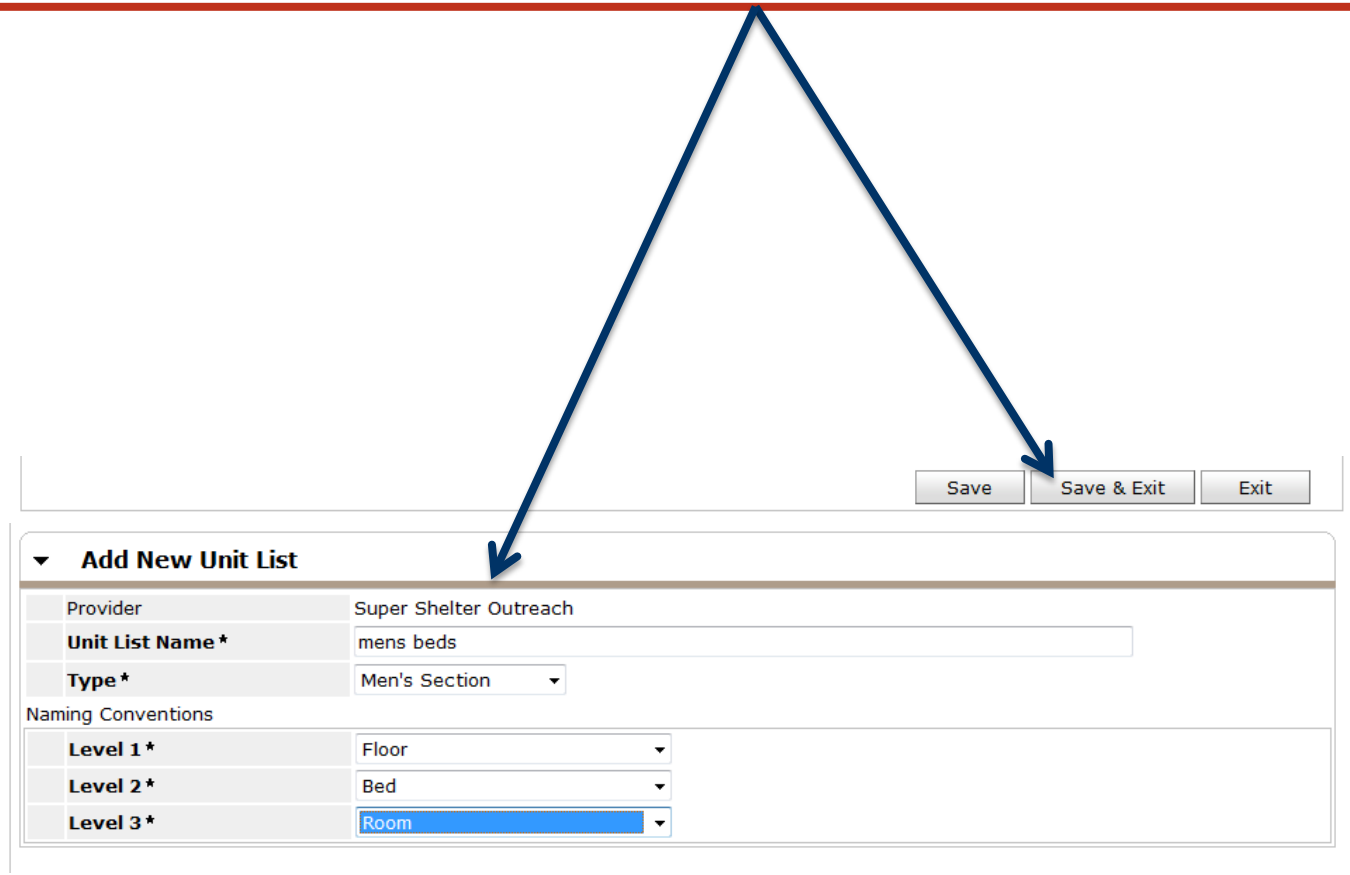
Shelter Information Unit Lists

Once the **Shelter Point Module Settings** tab is selected, choose the **Unit Lists** tab and then click the pencil to the left of your unit list name to view.



Shelter Information Unit Lists

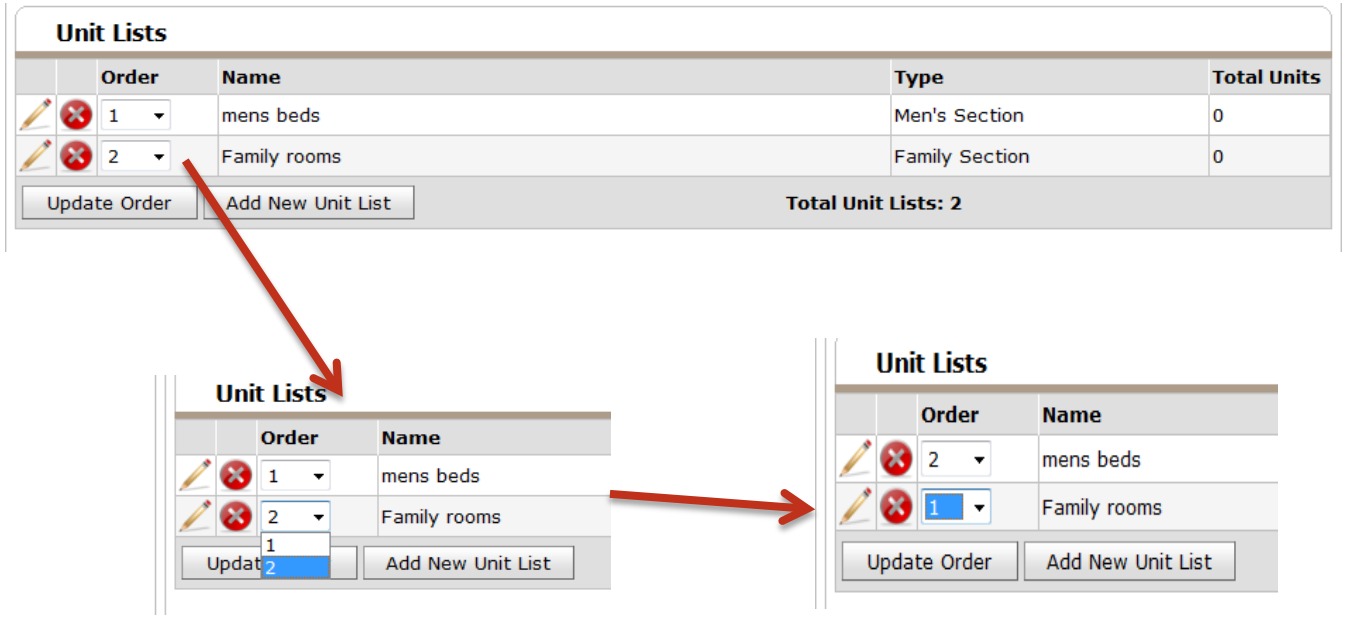
To view your **Unit List**, select the name of the list.



Shelter Information Unit Lists

At a Glance

The unit lists will appear once selected. Should a change in order of which they appear be desired, simply click the **Update Order** button and use the drop downs to change the order. Note in the 2 examples below how the order changes. These lists can be edited from this page by clicking on the or they can be deleted by clicking on the next to the list that is to be deleted.



Services

Search Terms Information

- Area Served is a provider specific picklist. Terms are selected from a system wide picklist called “Area”.
- Geography Served is an actual “postal database” that connects geographical information such as State, City, County and Zip Code.

Services Provided

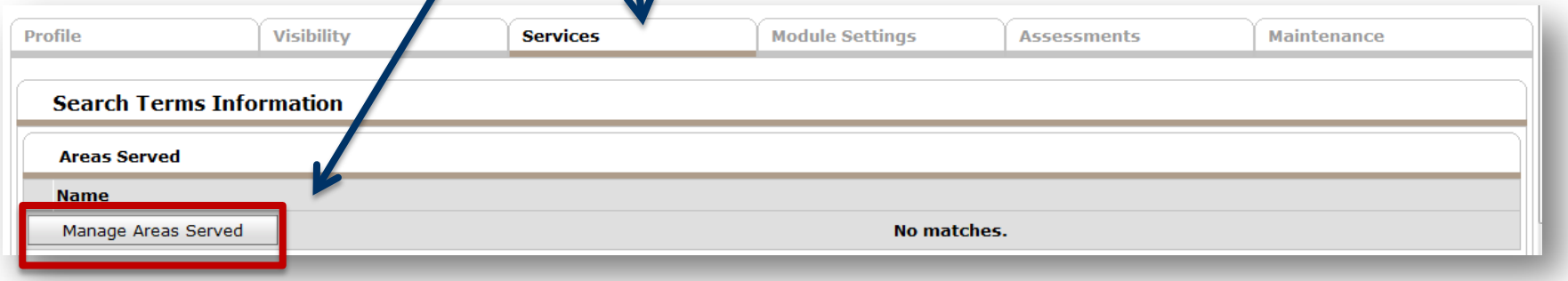
- The terms selected are marked as Primary, Secondary or Occasional
- Services can be defined using target populations and Manage Service Details
- The Status of a service can be marked as unavailable and the provider has the option to display this service in ResourcePoint and CallPoint.
- Providers may also add Emergency Support Function codes to their provider to participate in the “phone tree” for disaster relief in the community.

Service Settings

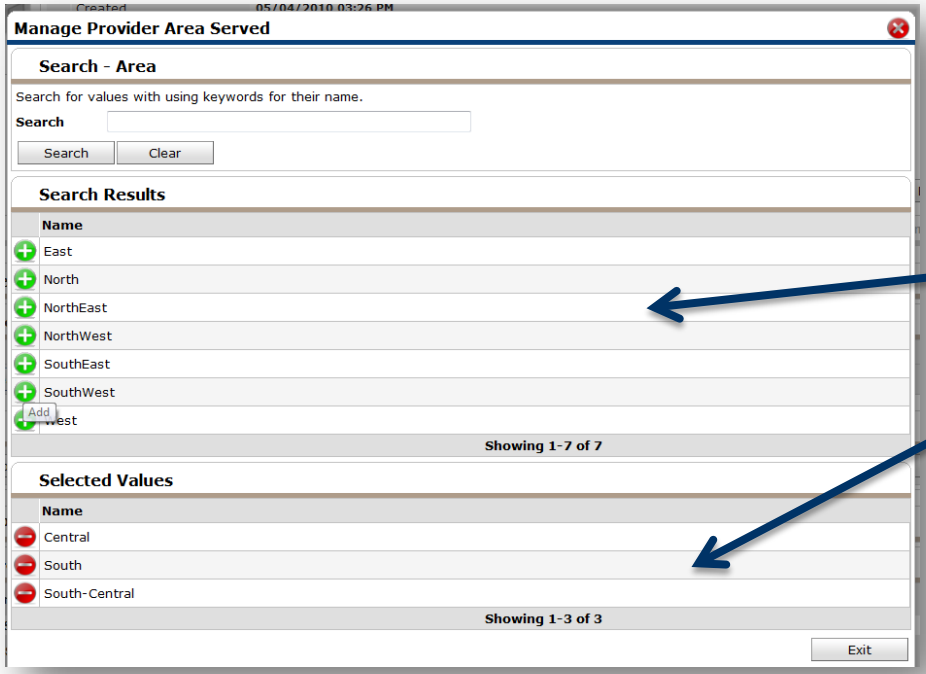
- Service Settings configure the Service Transactions area’s of ClientPoint, SkanPoint and ShelterPoint.
- The Service Quicklist and Referral Quicklist allows the user to select an AIRS taxonomy code or provider, respectively.
- Provider Specific Service allows a provider to add detail to a service transaction type.
- Service and Need History and Provider Service unit display configurations are set.

Search Terms Information

Click **Manage Areas Served** to enhance the Provider/ Resource Record. Area Served is a System Wide **Picklist** that can be managed or applied as a provider specific setting. The information added to this Provider will be searchable in *ResourcePoint*.



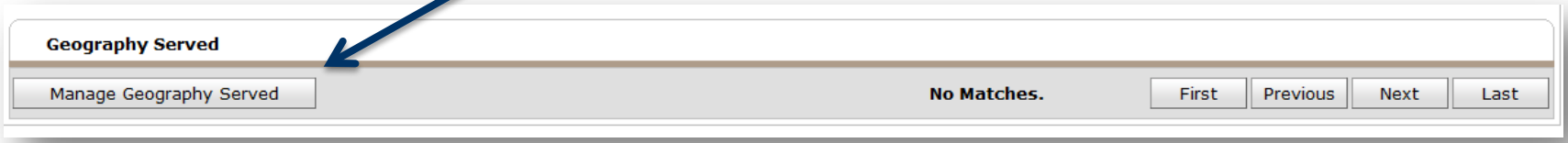
Area Served



Choose the desired value by clicking the (Add) next to the value in Search Results or remove by clicking the (Remove) next to the value in the Selected Values section.

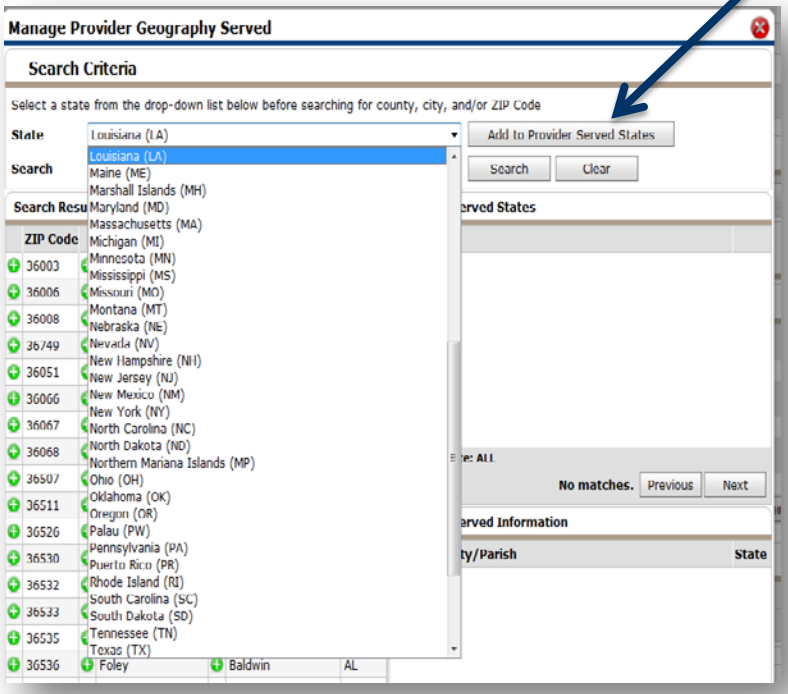
Geography Served

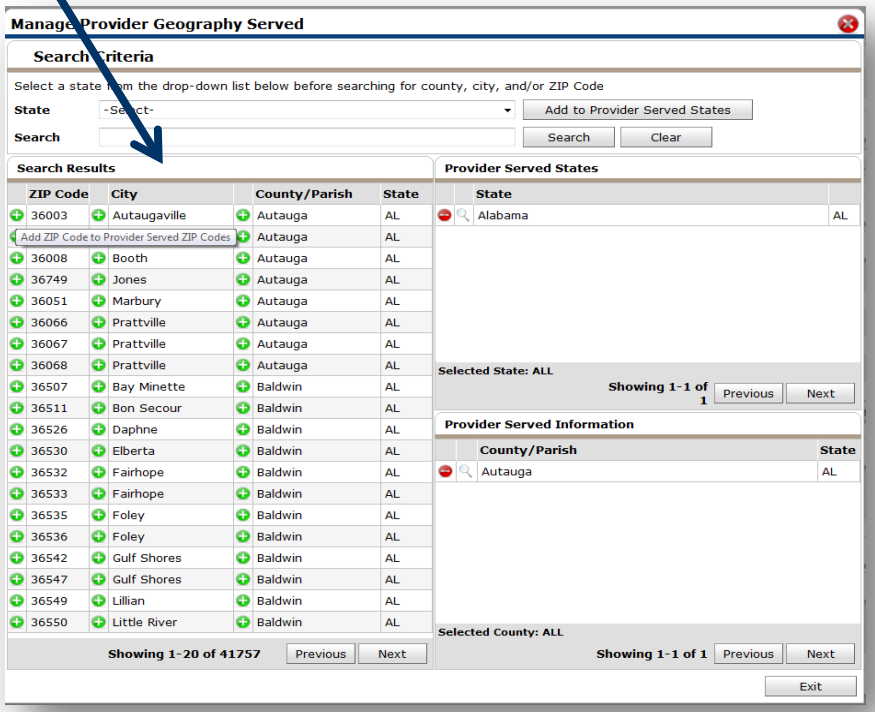
Geography Served facilitates entering/ attaching the correct geographic information to a provider record for searching in ResourcePoint and CommunityPoint (where applicable).



Geography Served

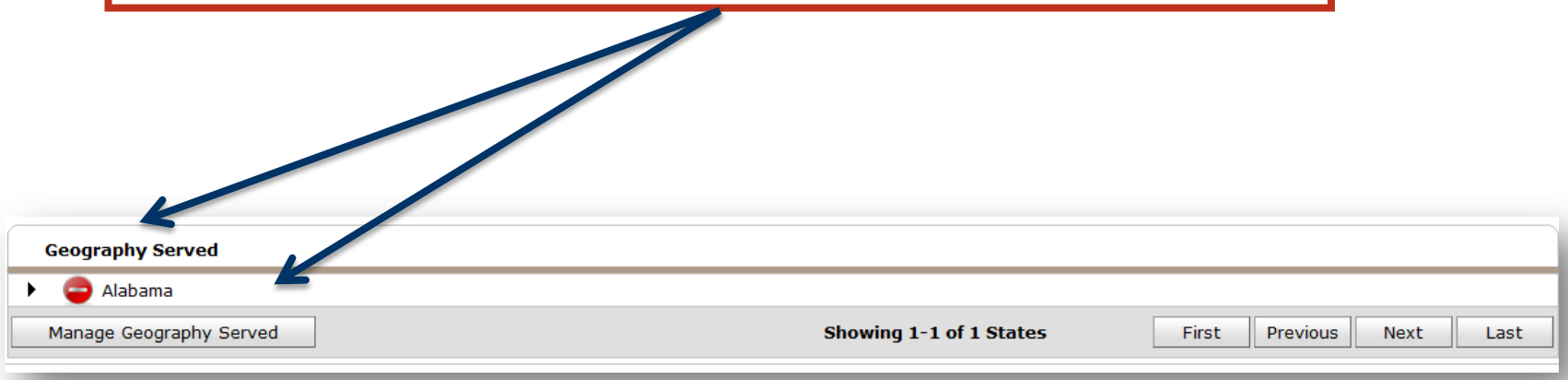
Apply geography to a Provider by choosing an entire State, or limit search results by applying City or Zip Code to the Provider.





Geography Served

Once the provider geography served is selected are selected and the Exit button is selected, the summary screen will display the selections that have been made. From this summary screen, undesired provider geography served can be deleted.



Services Provided

The **Services Provided** area of the **Services Tab** identifies the services each provider offers to the community. Information added here will be searchable in ResourcePoint and CommunityPoint (where applicable).

Checklist for Services Provided:

- ❑ Primary/ Secondary/ Occasional
- ❑Target Populations
- ❑Status of Service
- ❑Service Search Preferences***

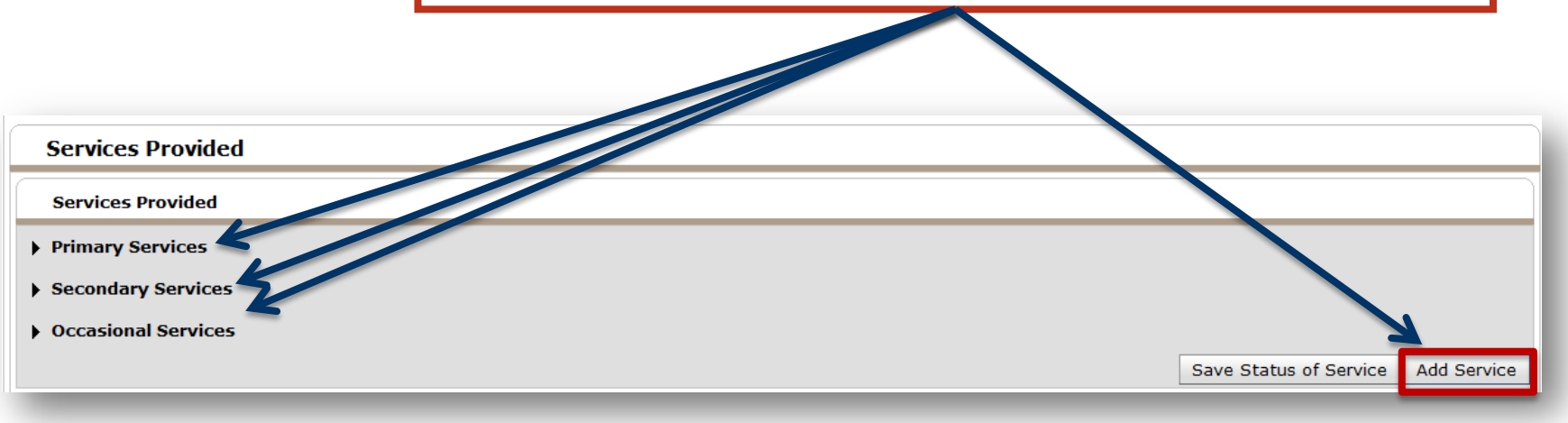
If applicable:

- ❑Emergency Support Functions

Services Provided

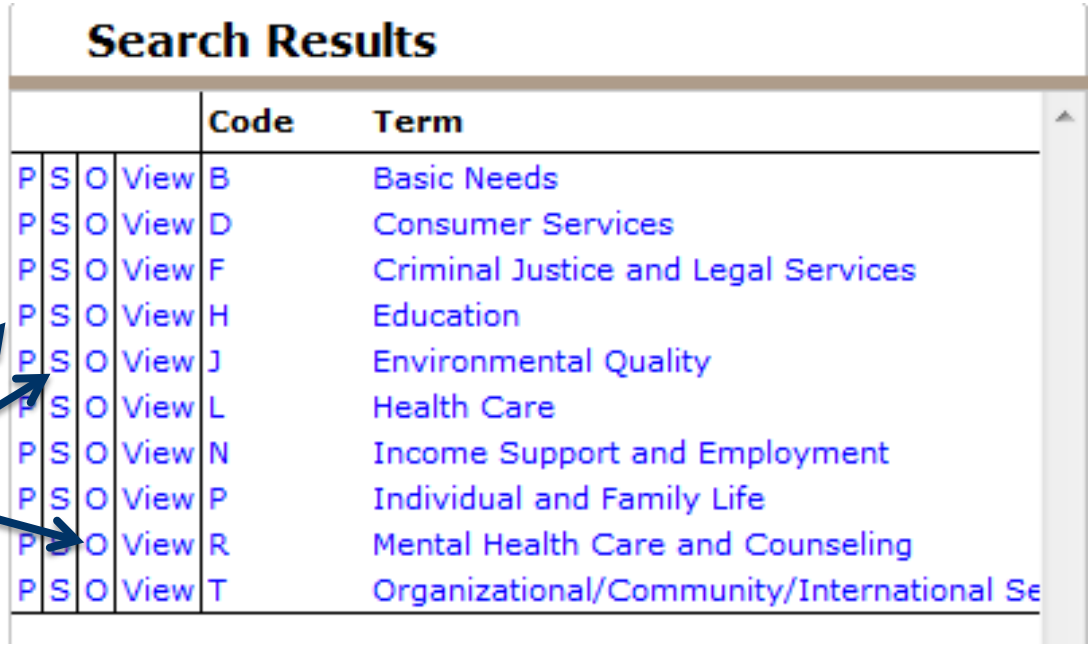
There are 3 categories of services provided:

- **Primary Services**: Which are services provided to the community and are the primary function of the provider.
- **Secondary Services**: Which are services that are provided to individuals enrolled in a particular program.
- **Occasional Services**: Which are services offered on an occasional basis such as seasonal services, like a Thanksgiving day food drive.



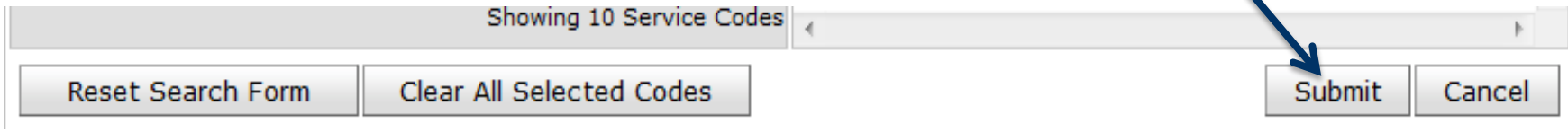
Click Add Service to Continue

Adding Services


Search Results
Code
Term
P S O View B Basic Needs
P S O View D Consumer Services
P S O View F Criminal Justice and Legal Services
P S O View H Education
P S O View J Environmental Quality
P S O View L Health Care
P S O View N Income Support and Employment
P S O View P Individual and Family Life
P S O View R Mental Health Care and Counseling
P S O View T Organizational/Community/International Se

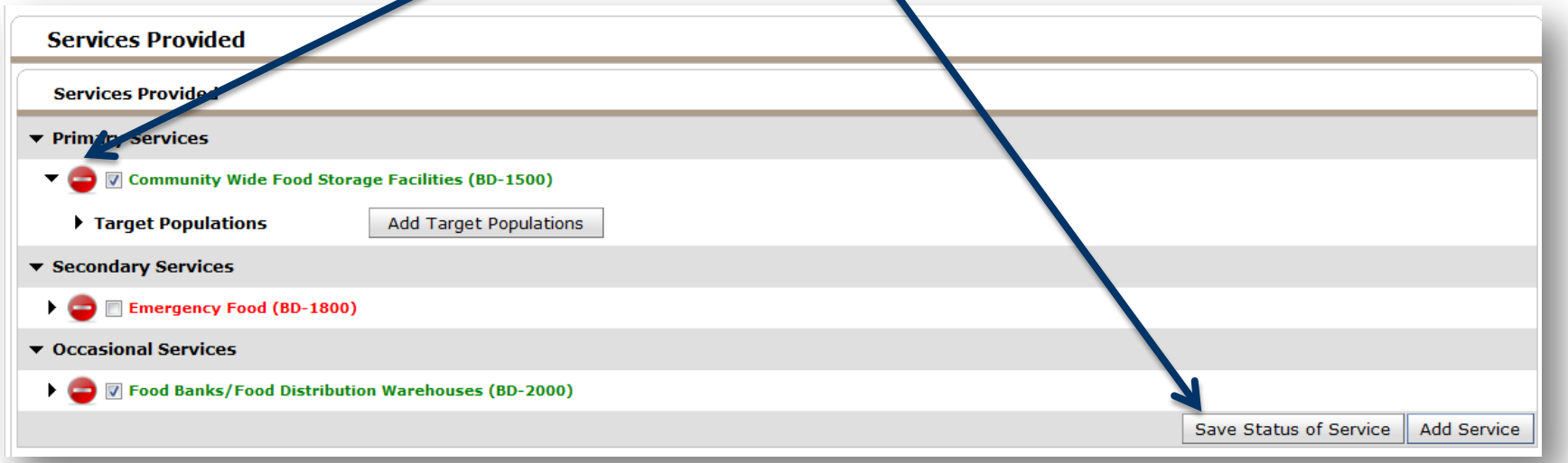
Use P,S, O to designate the Service Provided category.

Once selections are made, be sure to click submit.



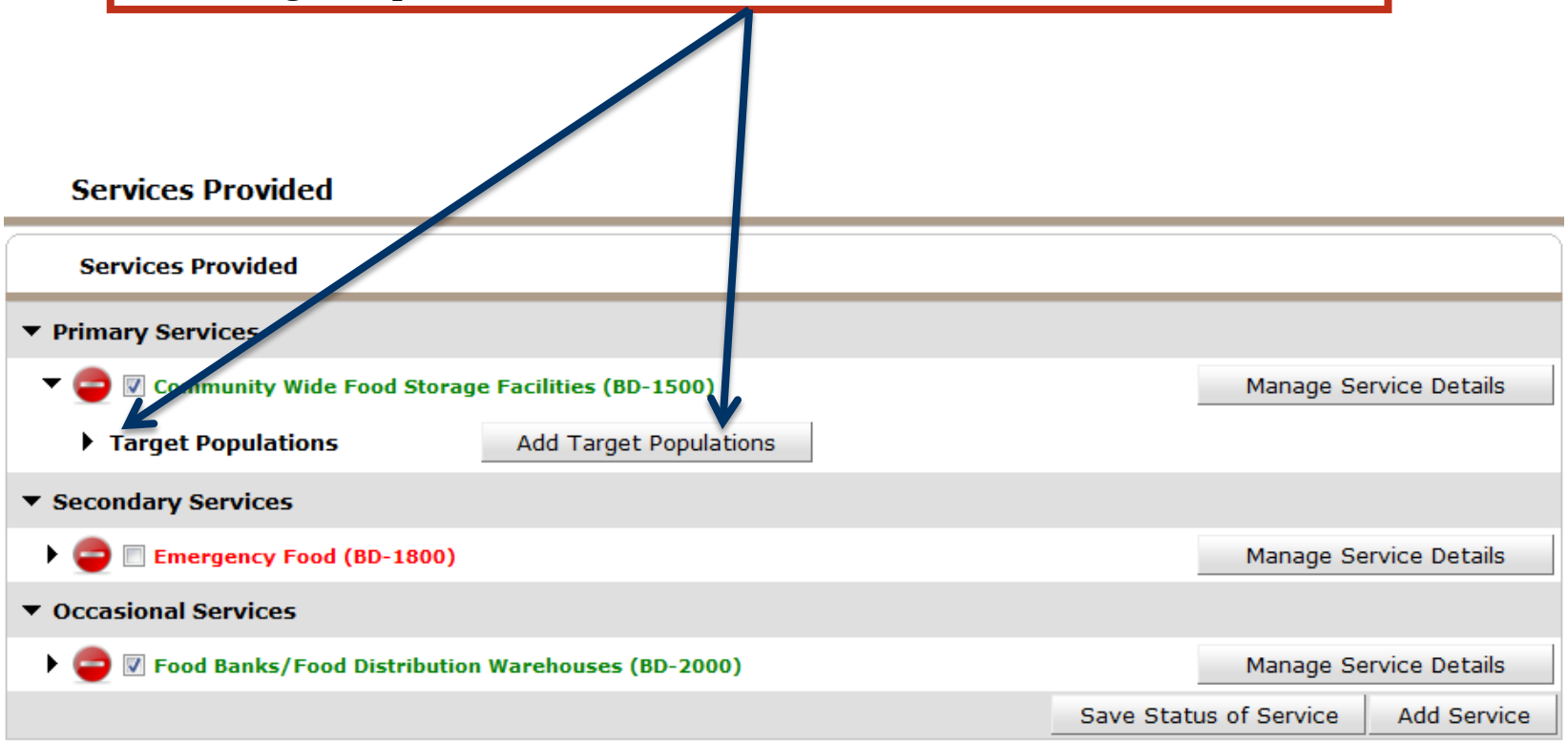
Services Provided

Green text indicates an available service. Red text indicates an unavailable service. To change the status of a service, simply check the box and save the status. Services can be removed by clicking the



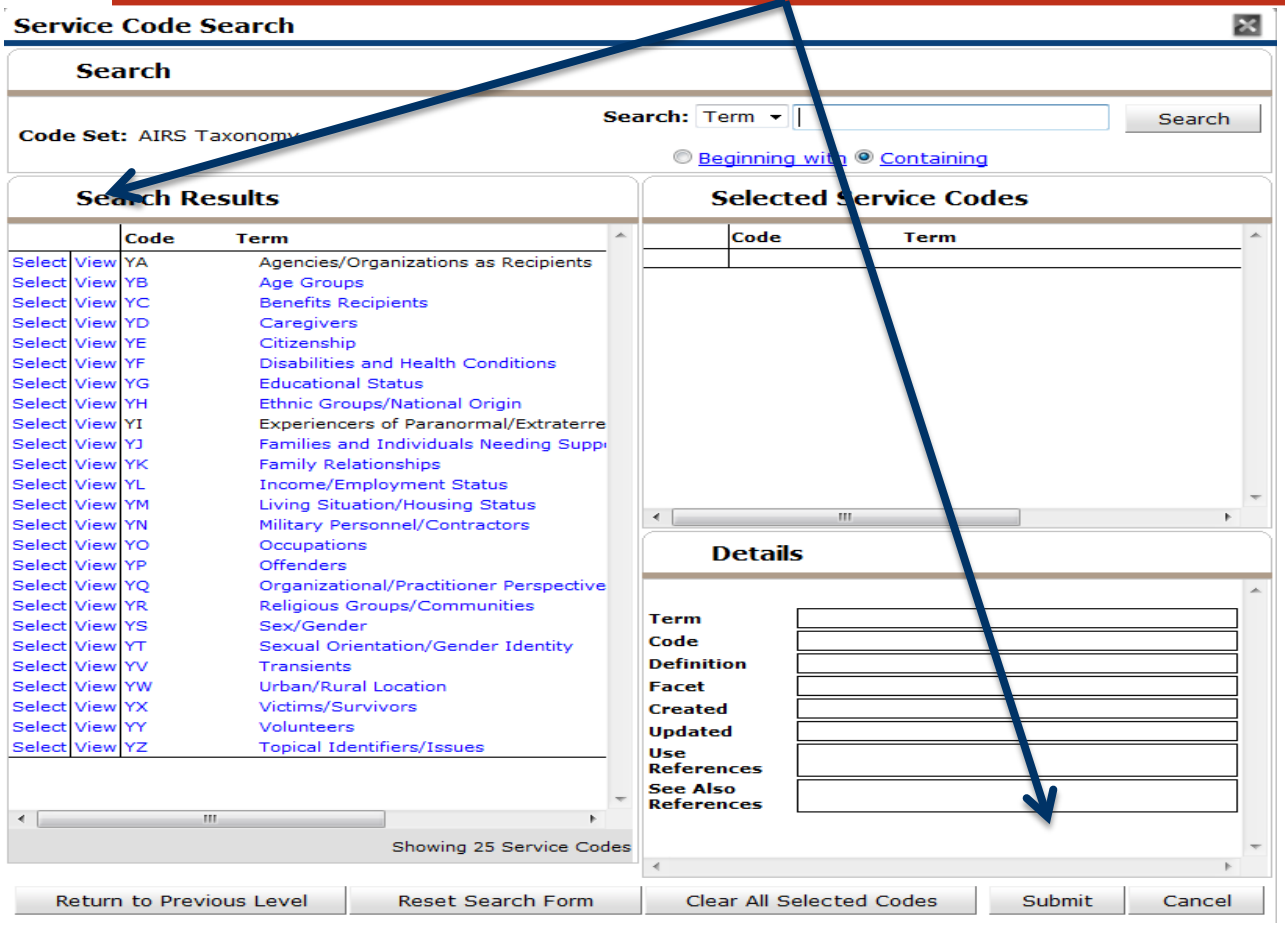
Services Provided Target Population

OPTIONAL: Navigate to the target populations for each service by clicking on the down arrow. To add target populations click on the "Add Target Populations" button.



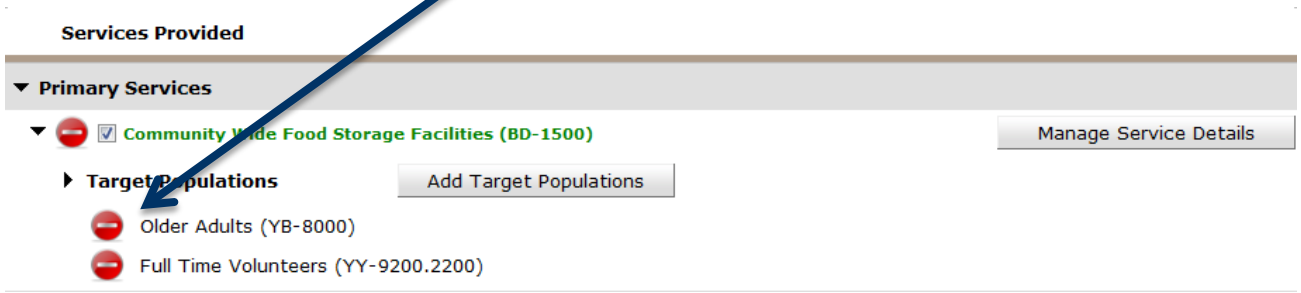
Services Provided Target Population

Search for the target population(s) that this service targets. Select or view the target populations. Once finished click on the "Submit" button.



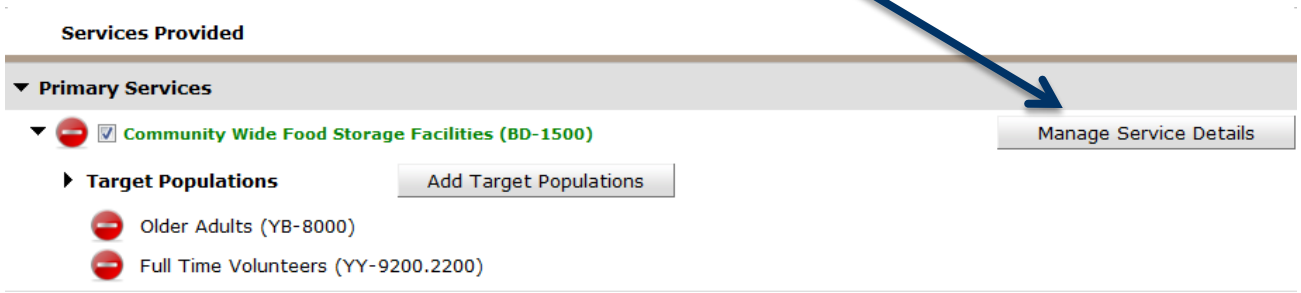
Services Provided Target Population

Target Populations can be removed by clicking on the remove icon



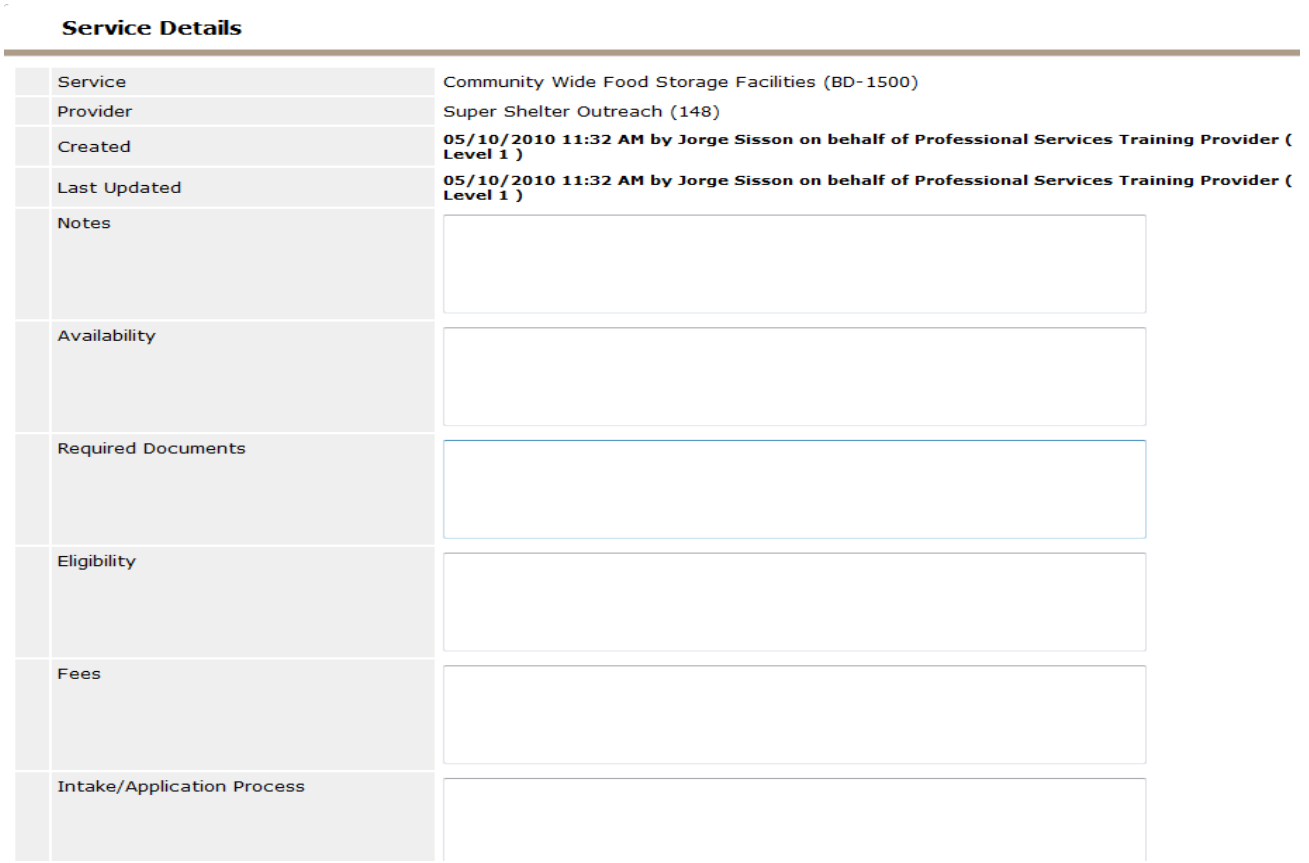
Services Provided Manage Service Details

OPTIONAL: Detailed information can be entered for each service. To add service details click on "Manage Service Details" button. This information will appear in the CallPoint and ResourcePoint directory.



Services Provided Manage Service Details

Enter the appropriate information in all fields that pertain to the service.



Service Details

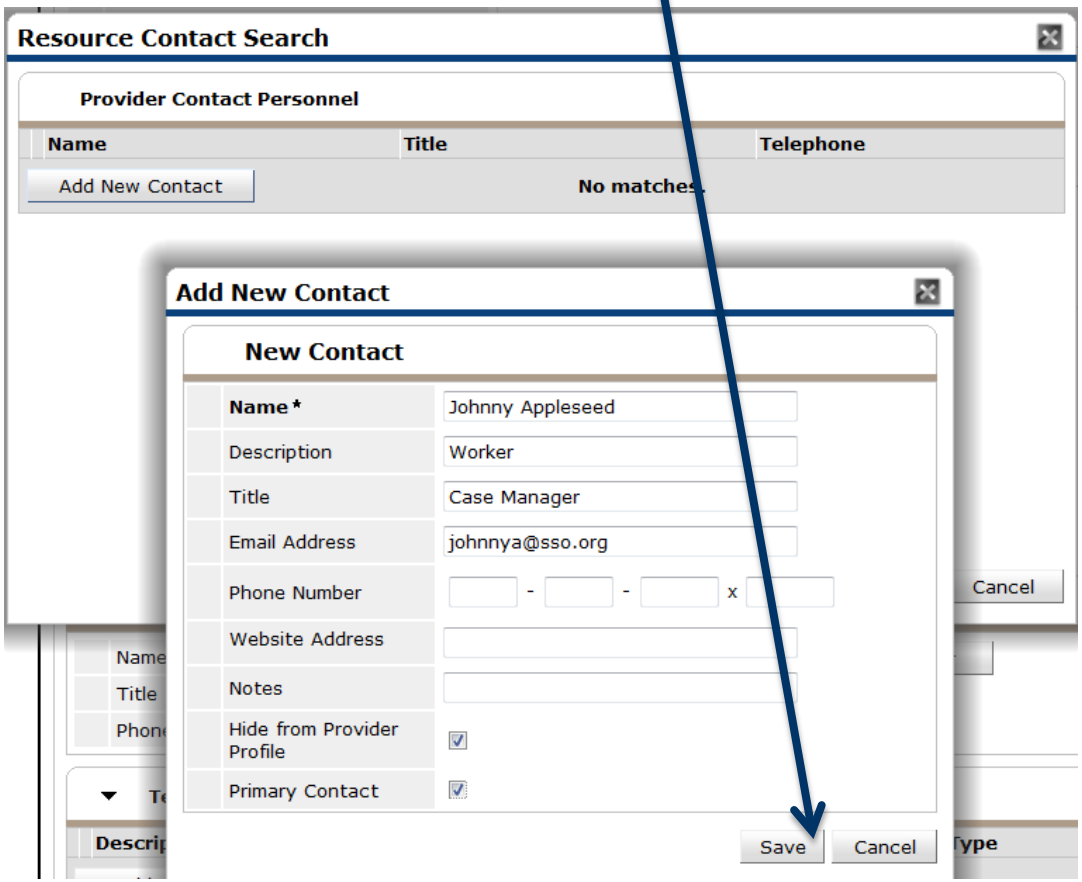
Service	Community Wide Food Storage Facilities (BD-1500)
Provider	Super Shelter Outreach (148)
Created	**05/10/2010 11:32 AM by Jorge Sisson on behalf of Professional Services Training Provider (Level 1)**
Last Updated	**05/10/2010 11:32 AM by Jorge Sisson on behalf of Professional Services Training Provider (Level 1)**
Notes	
Availability	
Required Documents	
Eligibility	
Fees	
Intake/Application Process	

Services Provided Manage Service Details

Answer the questions appropriately and enter the date this information was last verified. Resource Contact Information can be entered by clicking on the "Search" Button. Then click on "Add New Contact"

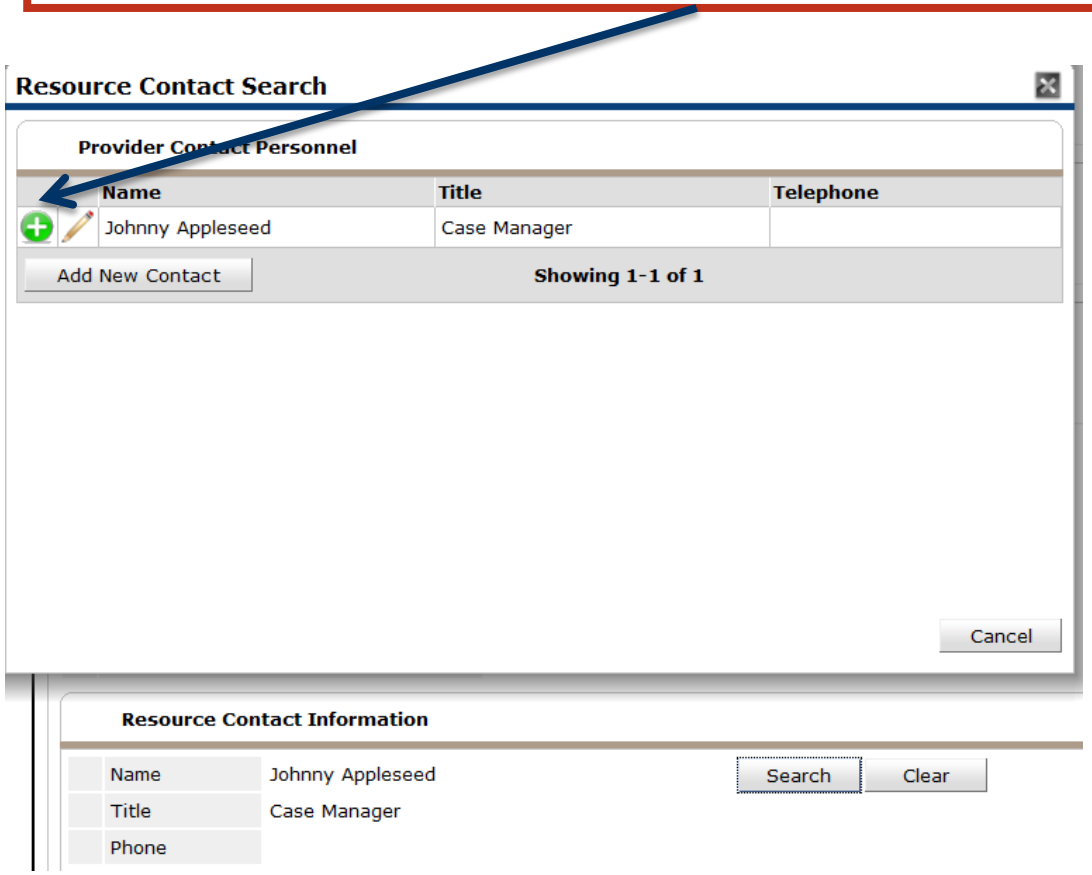
Services Provided Manage Service Details

Click on “Add New Contact” and enter contact information. When finished click on “Save”.



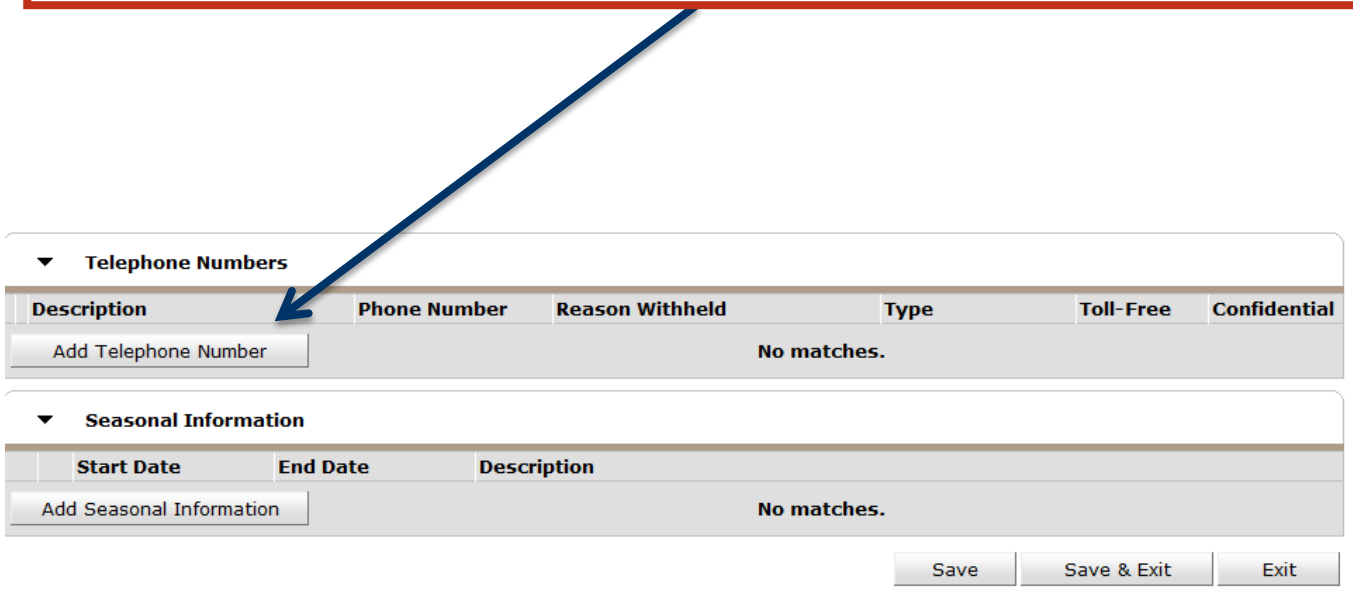
Services Provided Manage Service Details

When the Resource Contact Search is populated, click on the green plus icon to add a personnel member to the resource contact information.



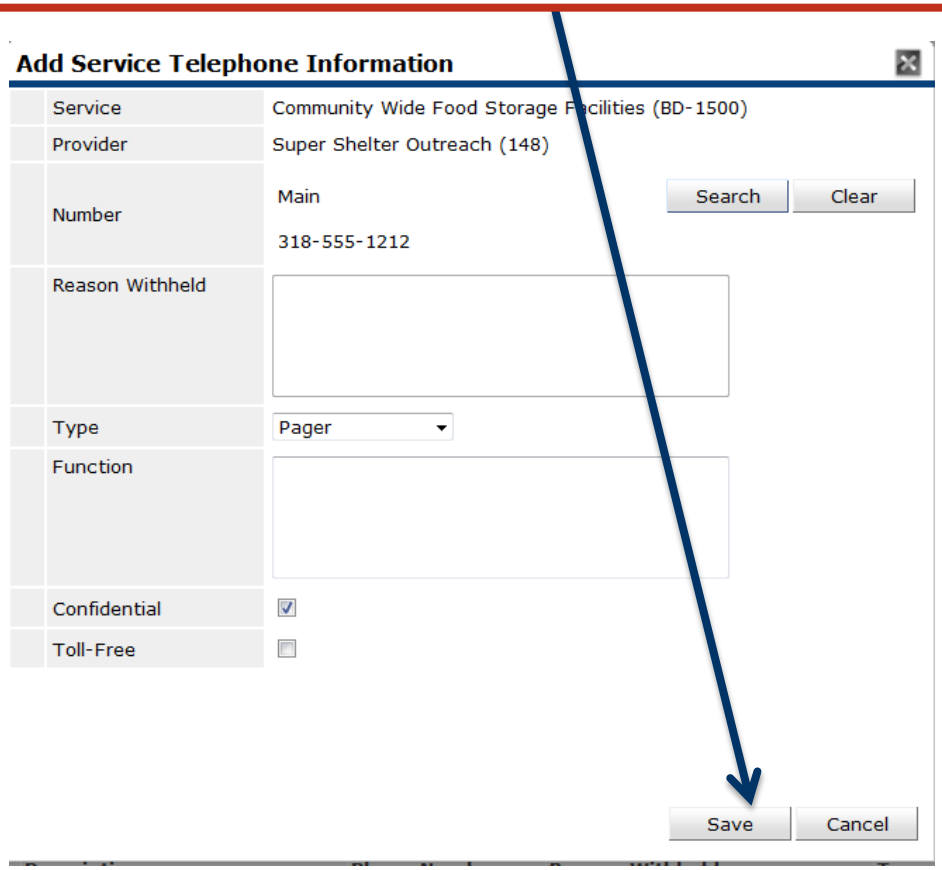
Services Provided Manage Service Details

Enter Telephone Numbers information by click on the “Add Telephone Number” button.



Services Provided Manage Service Details

Enter Service Telephone Information and click the “Save” button.



Services Provided Manage Service Details

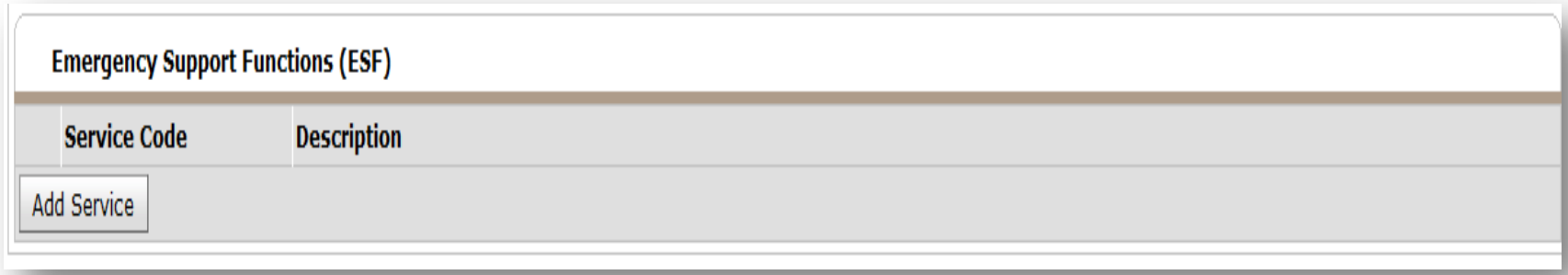
Enter Seasonal Information by clicking on the “Add Seasonal Information” button.

Services Provided Manage Service Details

Enter Seasonal Information and click on the “Save” button.

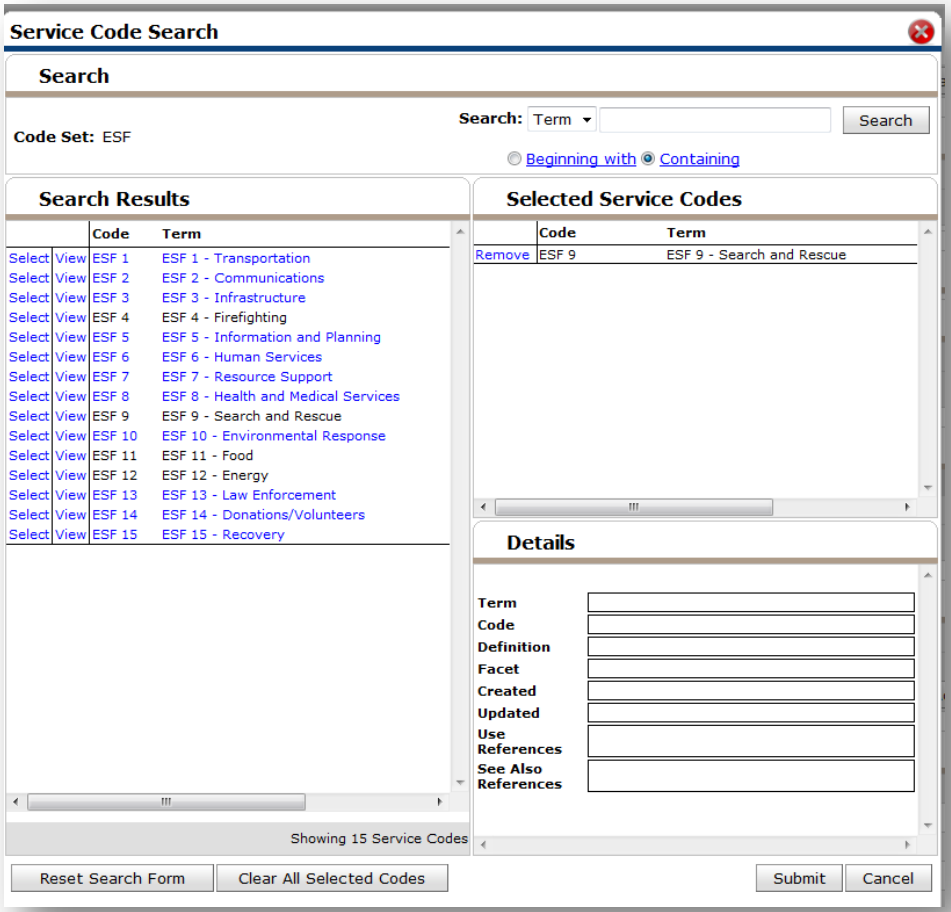
Emergency Support Functions

Providers may also offer **Emergency Support Functions** (ESF) to the community. These code sets must be turned on by **User** in order to attach ESF codes to a provider.



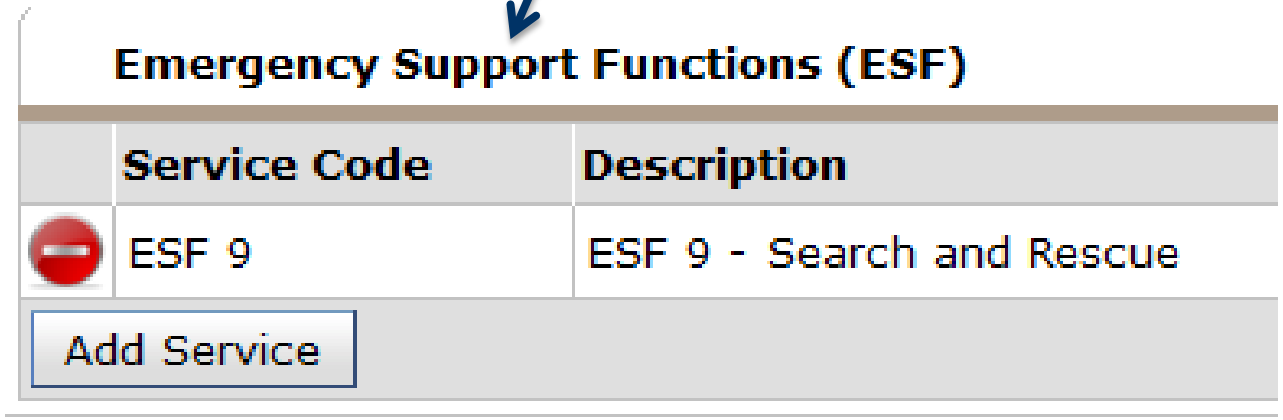
ESF Code Set Search

Emergency Support Function results are yielded by clicking on the **add service tab**. Click select next to the appropriate term, or View to read the description of an ESF code prior to selecting the term. Be sure to click the **Submit** button to save and display your choices.


Service Code Search
Search
Code Set: ESF
Search: Term
Search
Beginning with
Containing
Search Results
Code
Term
Select View ESF 1 ESF 1 - Transportation
Select View ESF 2 ESF 2 - Communications
Select View ESF 3 ESF 3 - Infrastructure
Select View ESF 4 ESF 4 - Firefighting
Select View ESF 5 ESF 5 - Information and Planning
Select View ESF 6 ESF 6 - Human Services
Select View ESF 7 ESF 7 - Resource Support
Select View ESF 8 ESF 8 - Health and Medical Services
Select View ESF 9 ESF 9 - Search and Rescue
Select View ESF 10 ESF 10 - Environmental Response
Select View ESF 11 ESF 11 - Food
Select View ESF 12 ESF 12 - Energy
Select View ESF 13 ESF 13 - Law Enforcement
Select View ESF 14 ESF 14 - Donations/Volunteers
Select View ESF 15 ESF 15 - Recovery
Showing 15 Service Codes
Selected Service Codes
Code
Term
Remove ESF 9 ESF 9 - Search and Rescue
Details
Term
Code
Definition
Facet
Created
Updated
Use References
See Also References
Reset Search Form
Clear All Selected Codes
Submit
Cancel

At a Glance

Emergency Support Function results are displayed on the summary screen and can be a deleted by clicking the



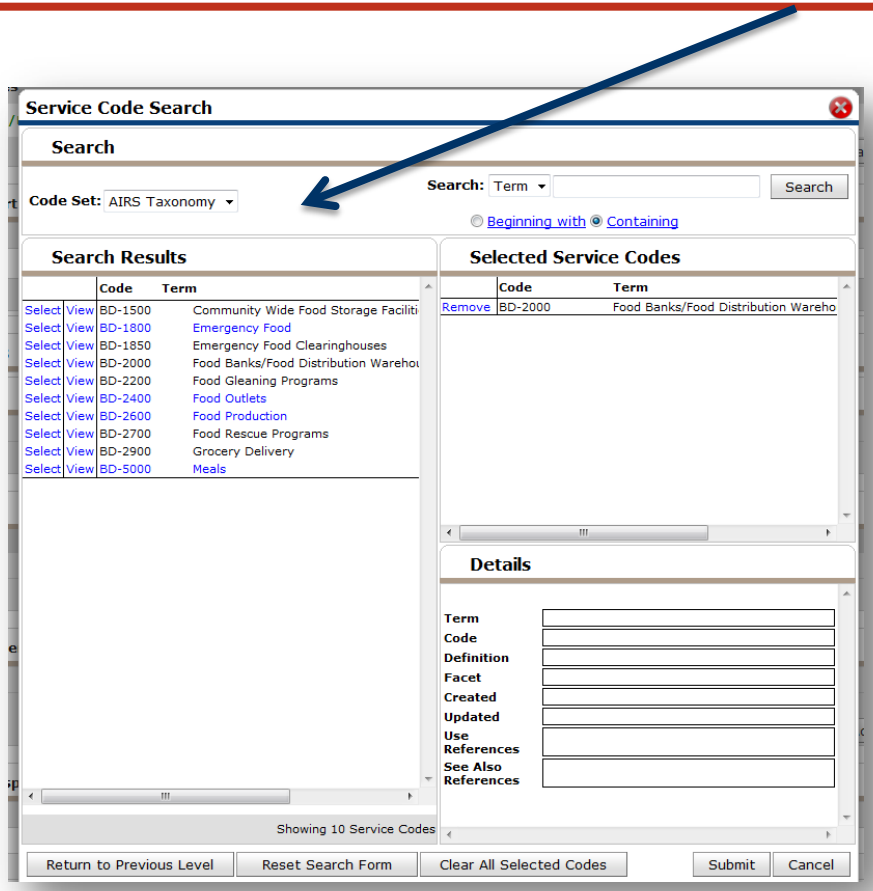
Service Settings are end user configurations. Each provider may have specific service settings that change the data entry experience. It is important to customize the service settings for all providers with users that are entering data.

Checklist for Service Settings:

- ❑ Service Quicklist – Which taxonomy codes does the end user need to attach to clients?
- ❑Referral Quicklist – Which Providers does the end user attach as refer to for clients?
- ❑ Provider Service Locations – indicate the location of a service using the Service Location picklist
- ❑ Provider Service Staff - indicate the staff providing service using the Service Staff picklist
- ❑Provider Specific Services – Does the provider need additional service detail?
- ❑Service History Display – What does the end user need to review “at a glance”
- ❑Need History Display- same as above.
- ❑Provider Service Unit Types – Does the provider use units as service detail?

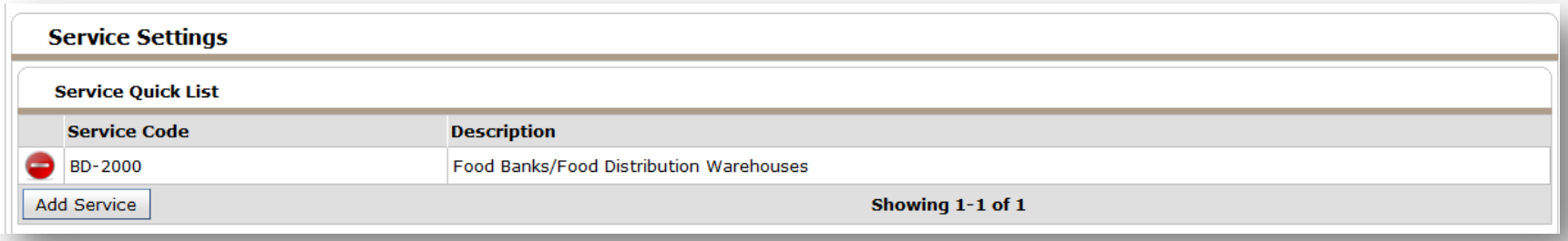
Quick Lists

Add services to the quick list by searching the taxonomy. These services are often similar to the P,S,O terms selected as Services Provided, but can include additional services as well. Add providers to the referral quick list by searching the resource database.



Saved Service Quick List

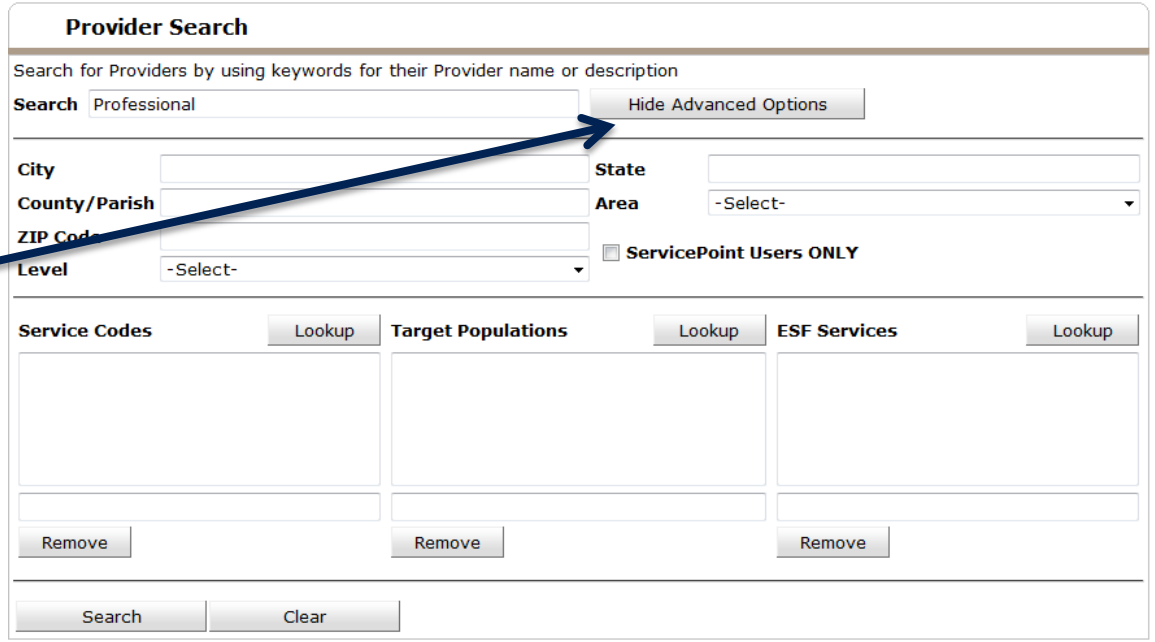
Service Quick List results Are displayed on the summary screen and can be a removed by clicking the



Referral Quick Lists

Click Add Provider to add providers to the "Referral Quick list." Once your results appear either click on the next the desired provider, or click on the to add a desired provider and all that provider's subordinates. Once a provider is selected it will appear under the "Provider Search Selected Results" tab. Note that indicates the provider is a ServicePoint provider. To delete an undesired provider, simply click the next to the provider. Once all selections are made, click exit, and the page will refresh.

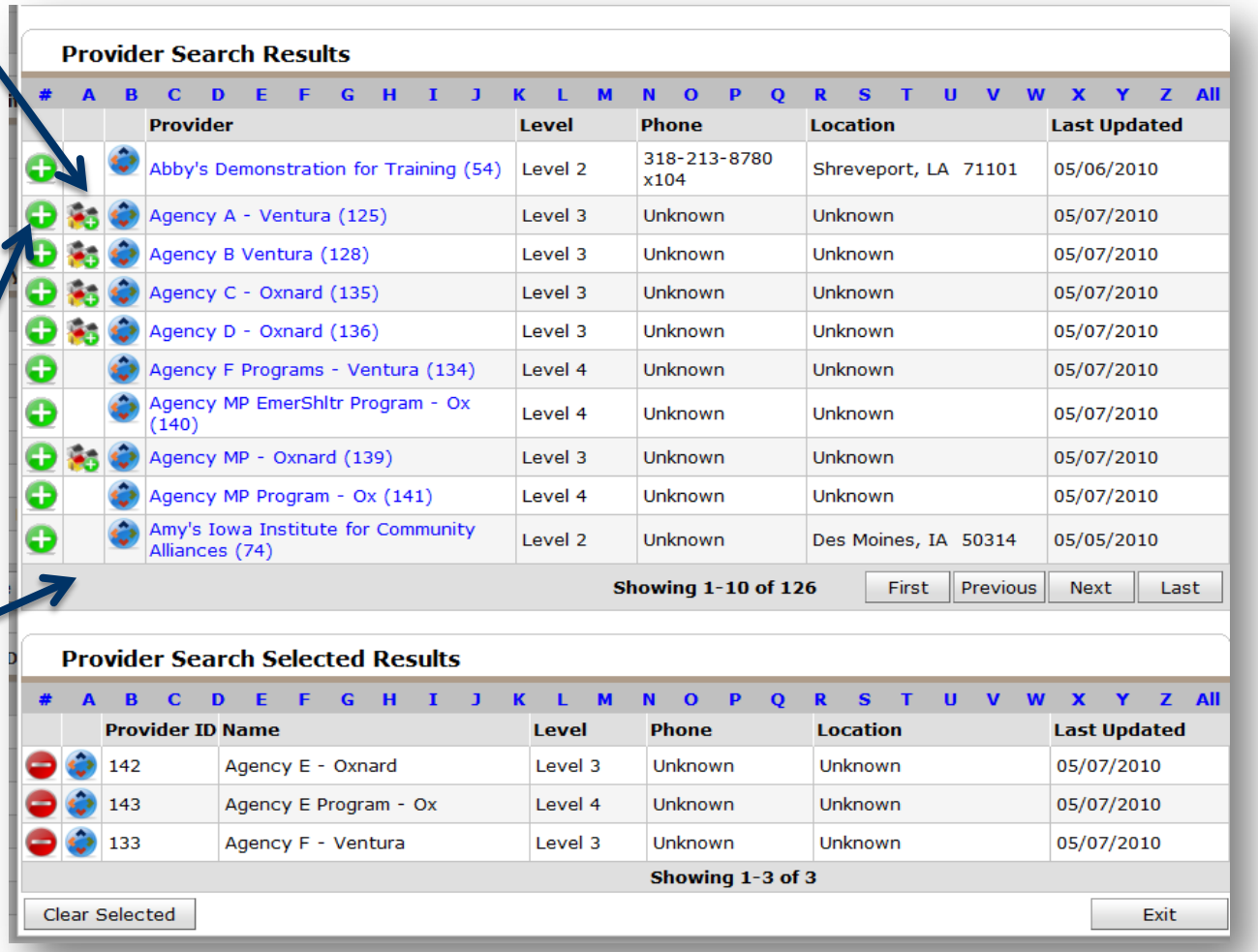
The Advanced Options button helps limit the search to specific areas, Service Codes, Target Populations, or Emergency Support Function Services.



Clicking adds a provider plus all subordinates to the quick list

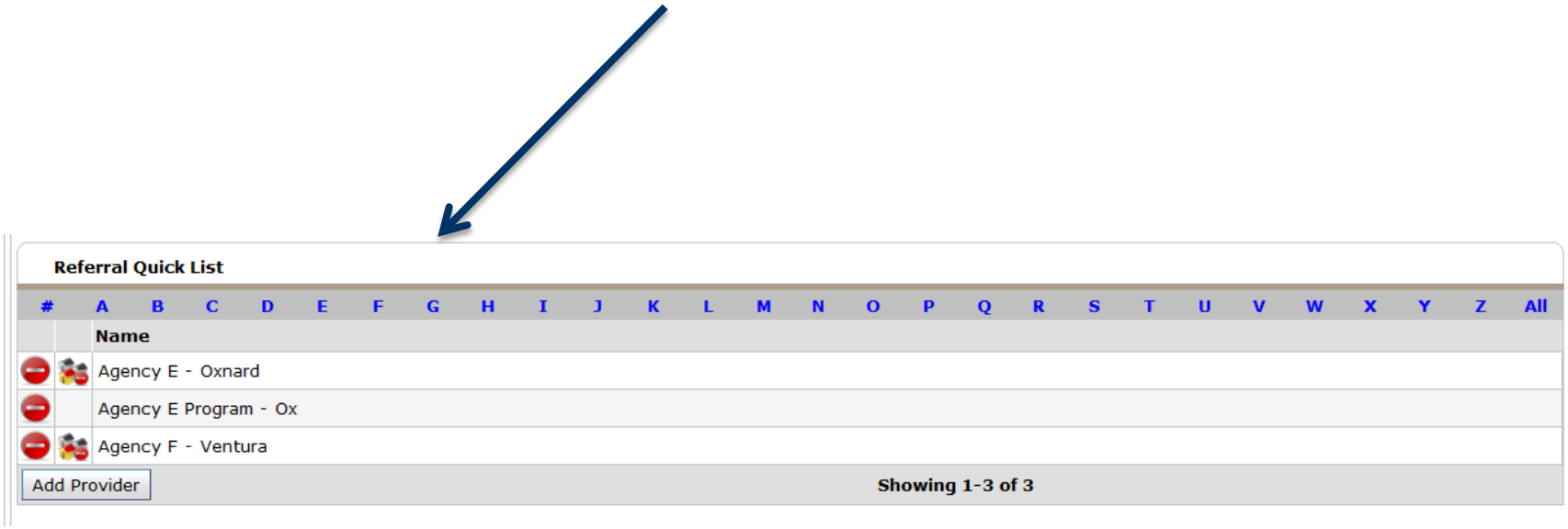
Clicking adds only the provider

Indicates that the provider is a ServicePoint user



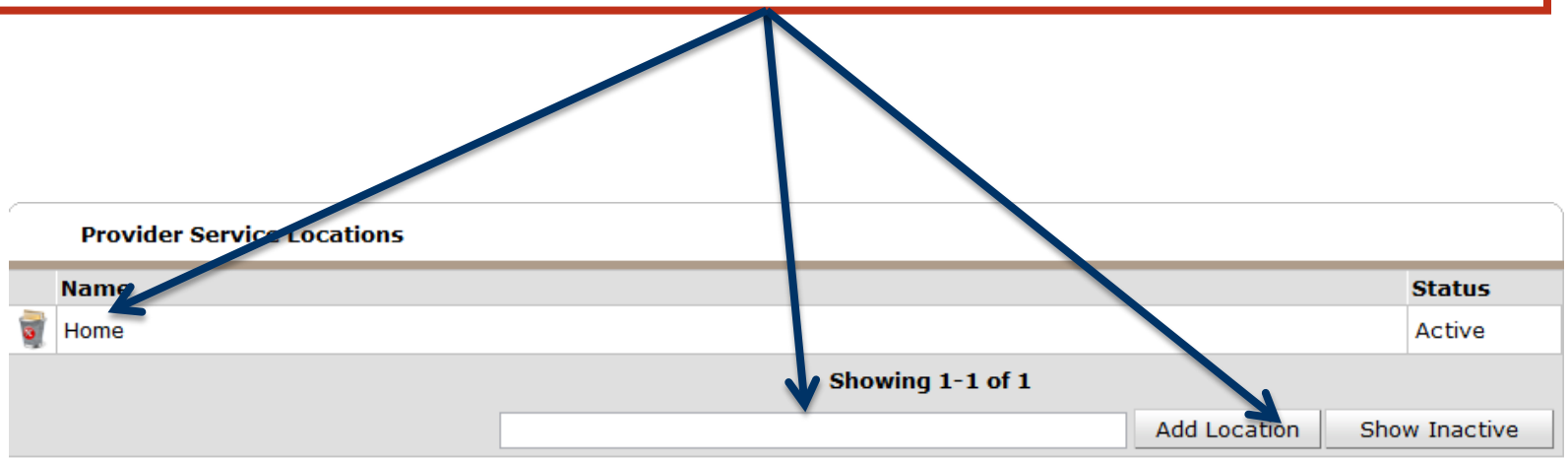
At a Glance

Once Exit is clicked, the summary screen will show the chosen providers. To remove a provider and its subordinates, simply click on the To remove providers individually, click


Referral Quick List
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All
Name
Agency E - Oxnard
Agency E Program - Ox
Agency F - Ventura
Add Provider
Showing 1-3 of 3

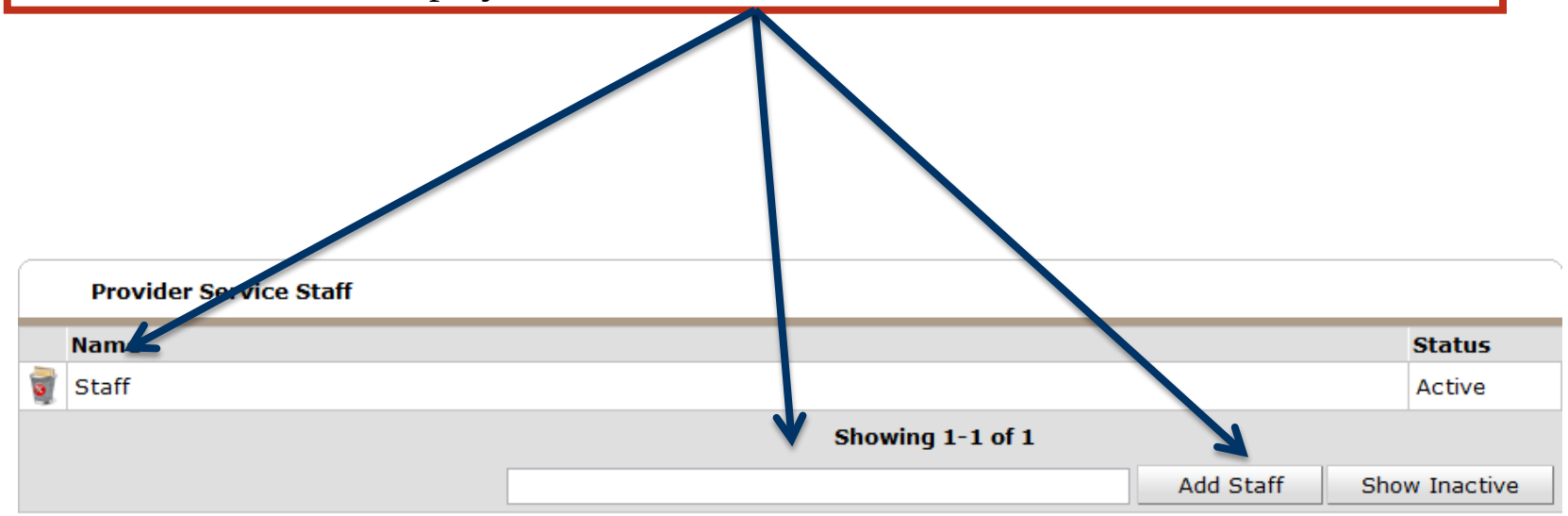
Provider Service Location

To Add a location, type in the name of the location and click **Add Location**. By clicking add Location, the location will be saved and marked active. By selecting **Show Inactive** all inactive locations will be displayed. The Trash Can will inactivate the location.



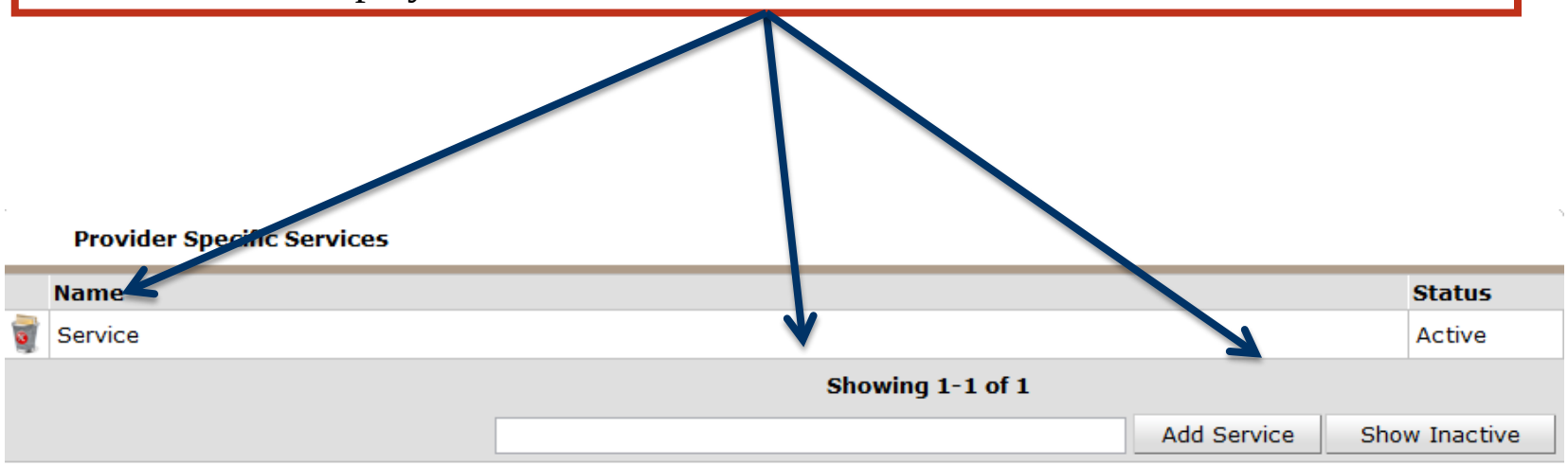
Provider Service Staff

To add staff, type in the name of the location and click **Add Staff**. By clicking add staff, the staff will be saved and marked active. By selecting **Show Inactive** all inactive staff will be displayed. Click the Trash Can to inactivate staff.



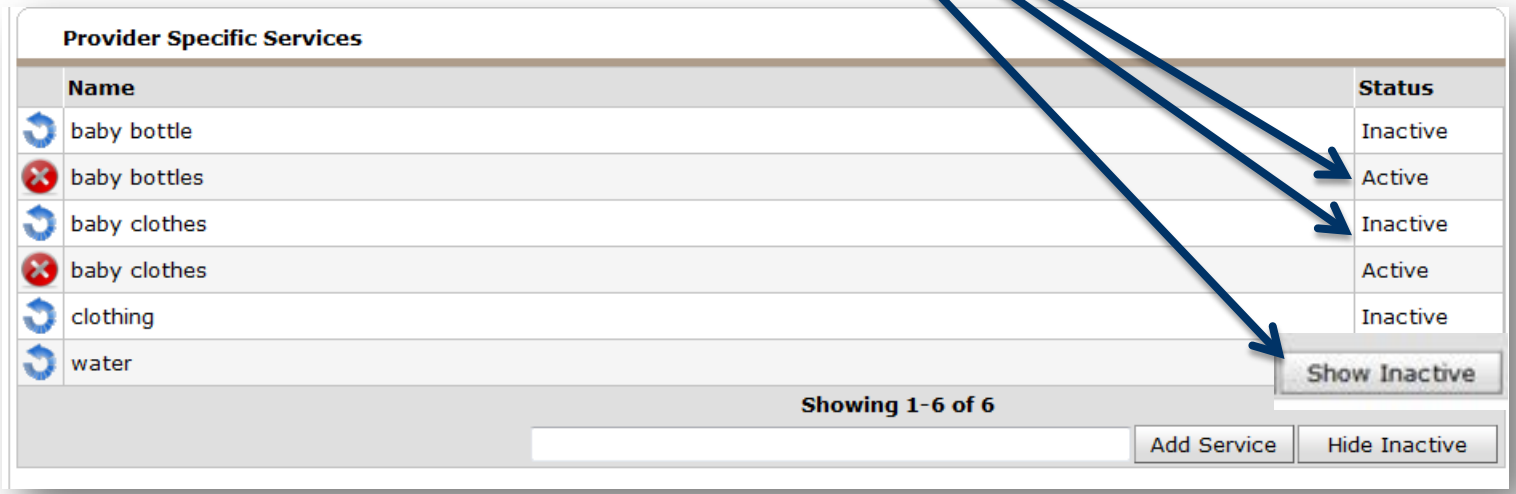
Provider Specific Services

In addition to the AIRS Taxonomy, service(s) can be created under the **Provider Specific Services** tab to add detail to service transactions. To Add a service, type in the name of the offered service and click **Add Service**. By clicking add service, the service will be saved and marked active. By selecting **Show Inactive** all inactive services will be displayed.



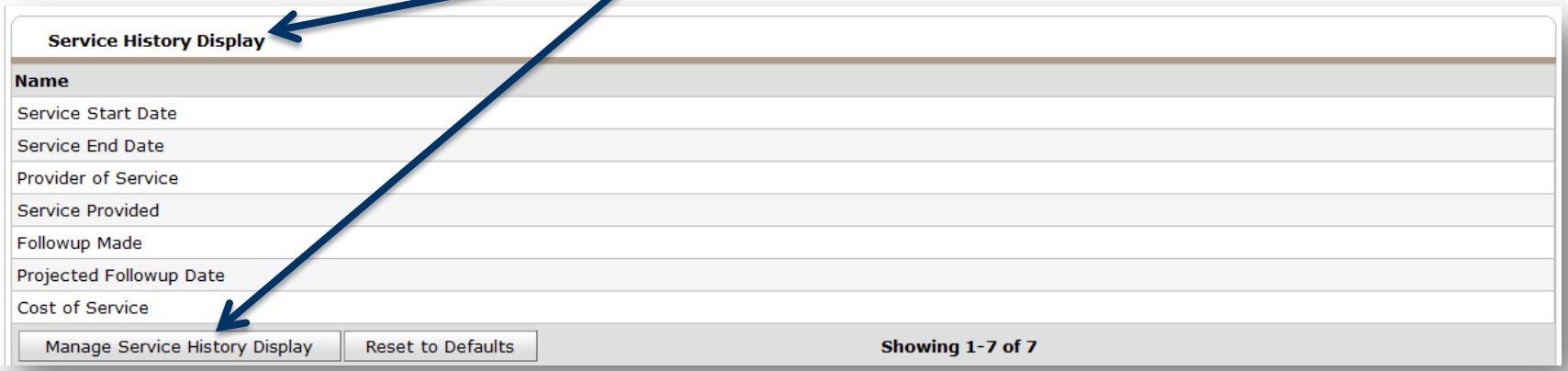
At a Glance

Once your services are added they will appear under the **Provider Service Location, Provider Service Staff, and Provider Specific Services** tab. To inactivate simply click next to the location, staff, or service that is to be deactivated. To reactivate, click the next to the location, staff, or service that is to be activated. Inactive location, staff, and services can be hidden or displayed by clicking the **Hide Inactive** or **Show Inactive** buttons

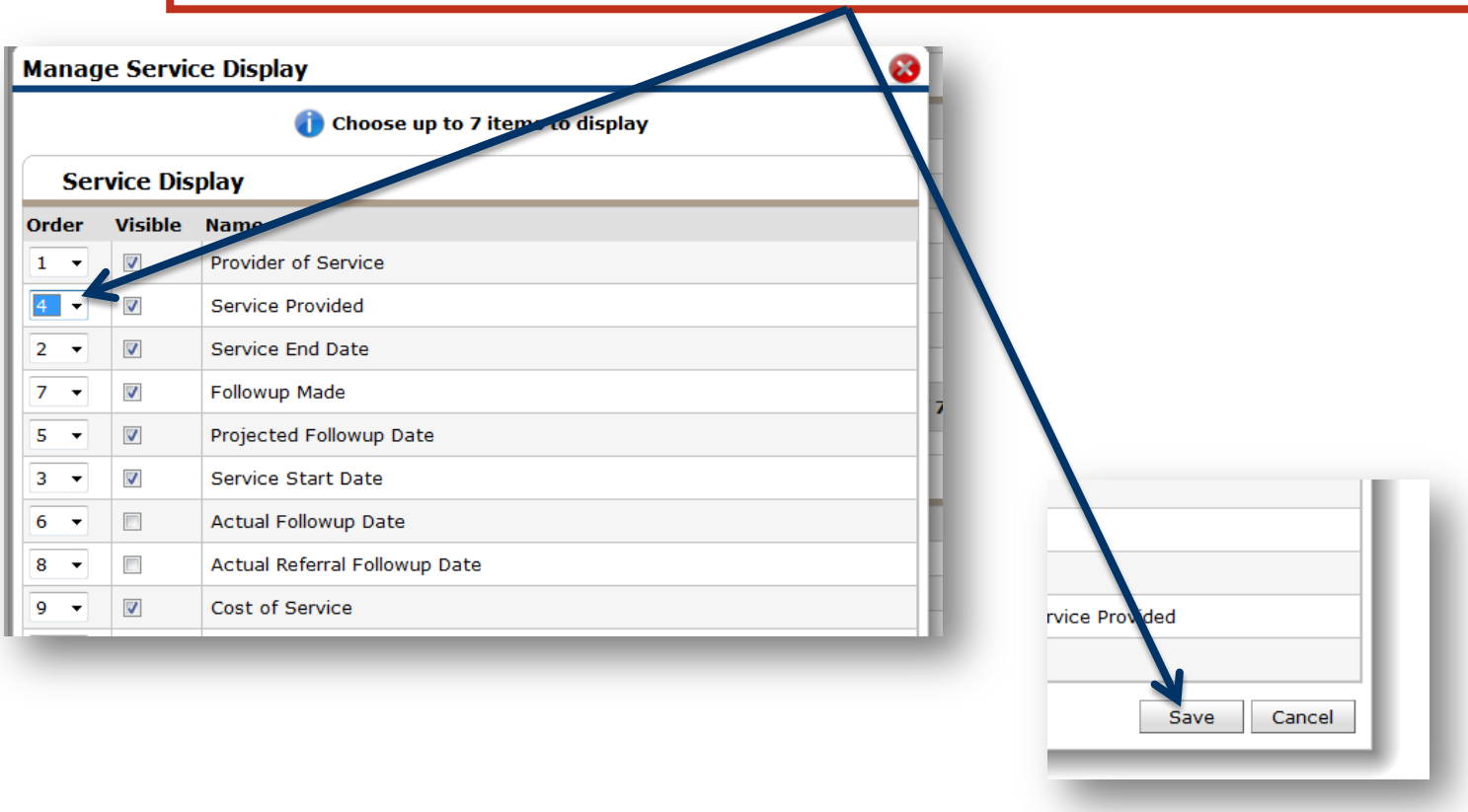


Service History Display

Items on the **Service History** tab determine the service data elements that will display in Service Transactions History when the end user clicks on the Services tab in ClientPoint or CallPoint. The items display in the order that they are numbered. Up to 7 service history items can be displayed. To manage displays, click the **Manage Service History Display** button.

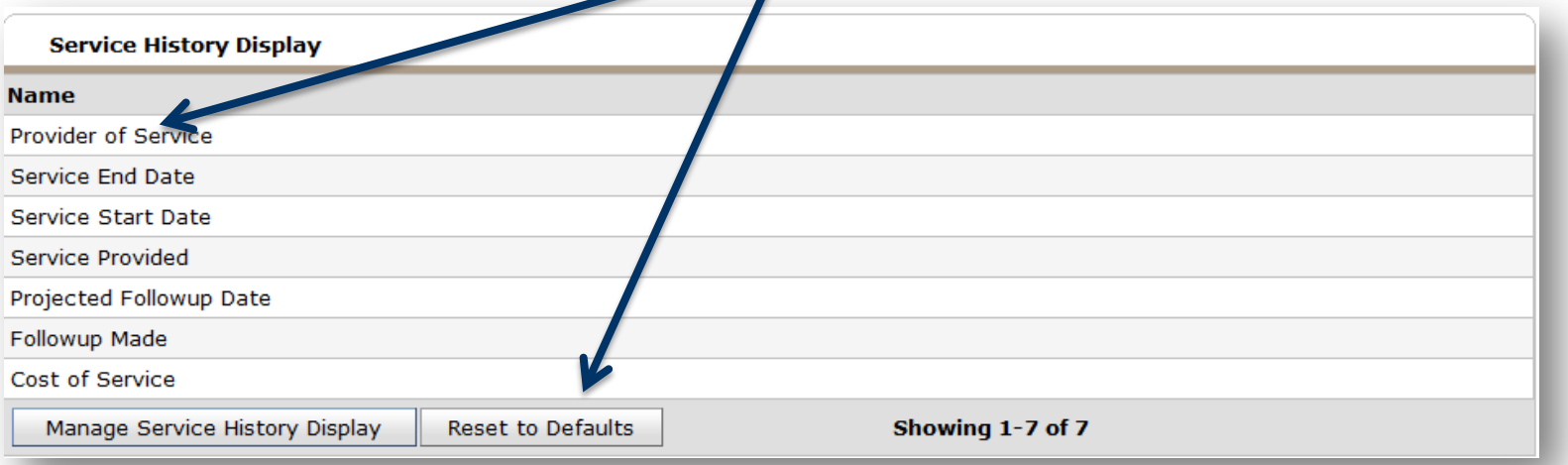


Once the Manage Service History Display button is selected, check up to 7 desired displays and then by clicking on the drop down pick list next to the service, select the number in the order that is desired. Once the desired services are selected and the desired order is set, click the **save** button.



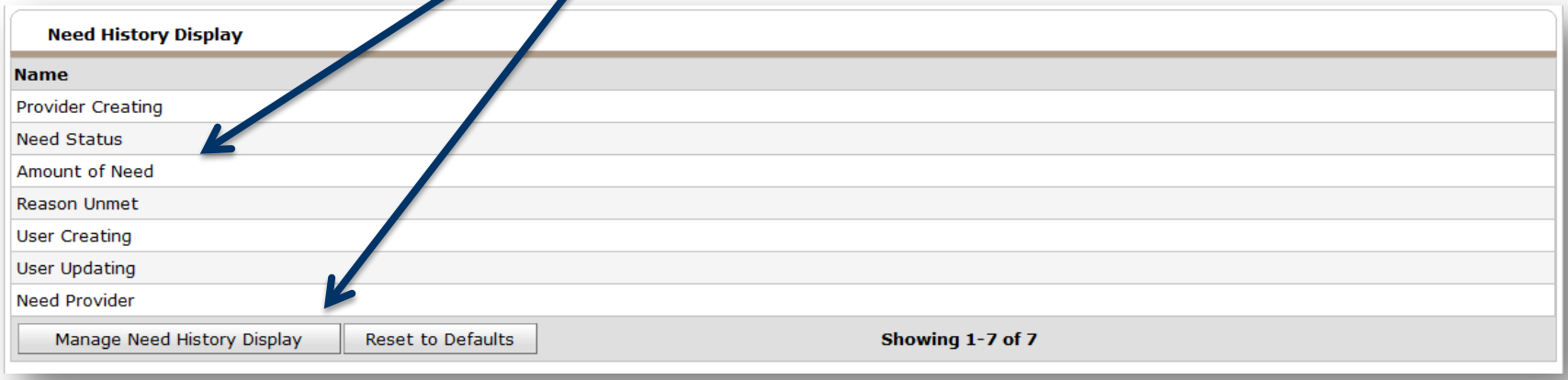
At a Glance

Once the Manage Service History Display is complete, the services will appear in the order that was selected. If the order is no longer desired, click the **Reset to Defaults** button.

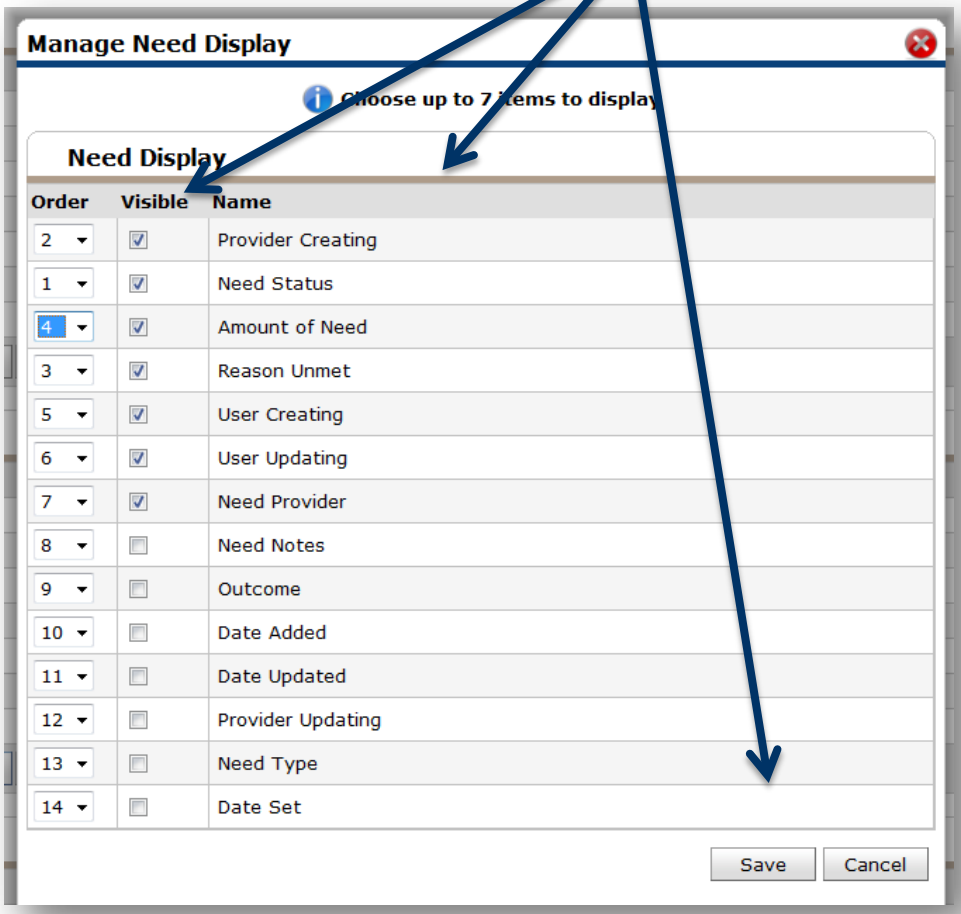


Need History Display

The **Need History Display** allows the end user to view needs entered in Service Transactions History at a glance. To manage the display click on **Manage Need History Display.**

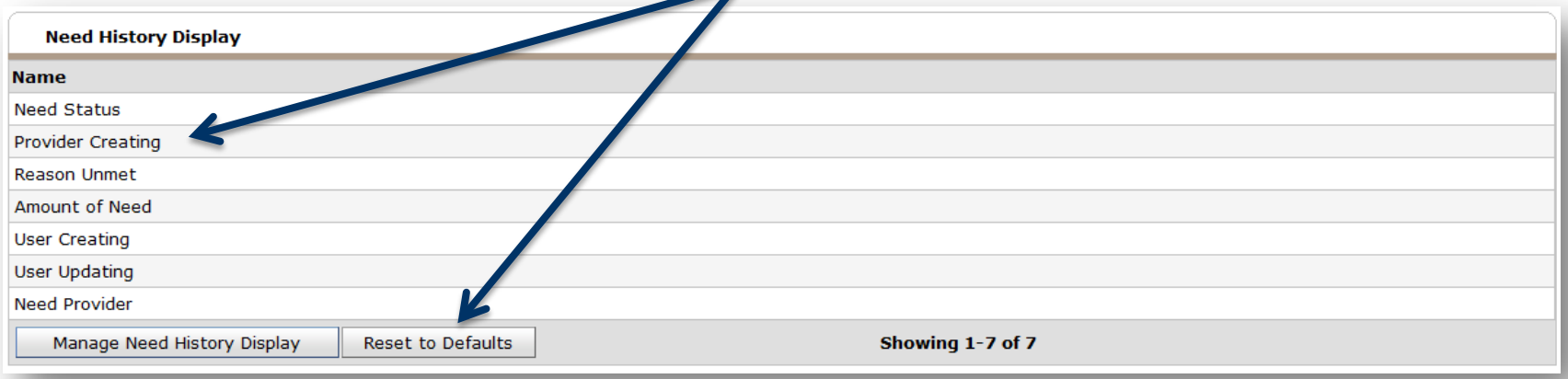


Once the Manage Need History Display button is selected, check up to 7 desired displays and then by clicking on the drop down pick list next to the need, select the number in the order that is desired. Once the desired needs are selected and the desired order is set, click the **Save** button.



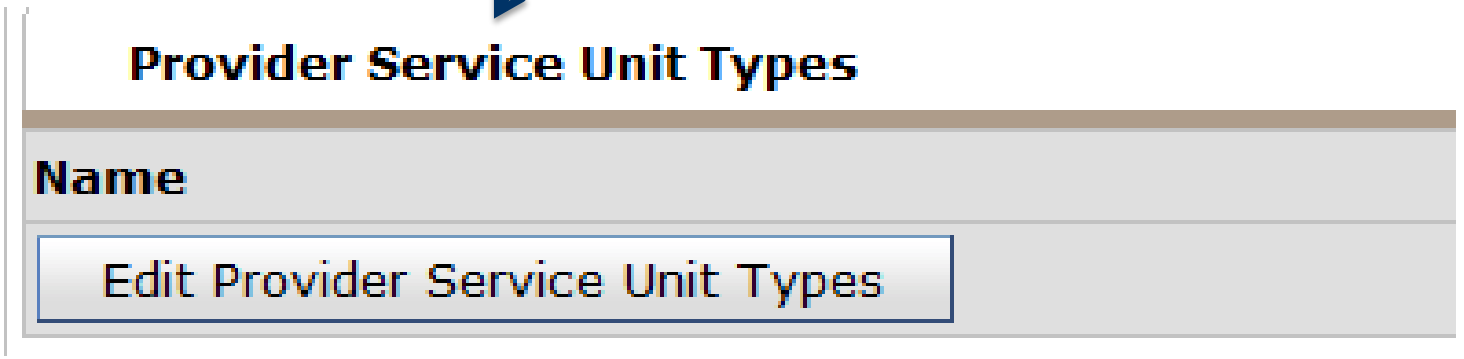
At a Glance

Once the Manage Need History Display is complete, the needs will appear in the order that was selected. If the order is no longer desired, click the **Reset to Defaults** button.

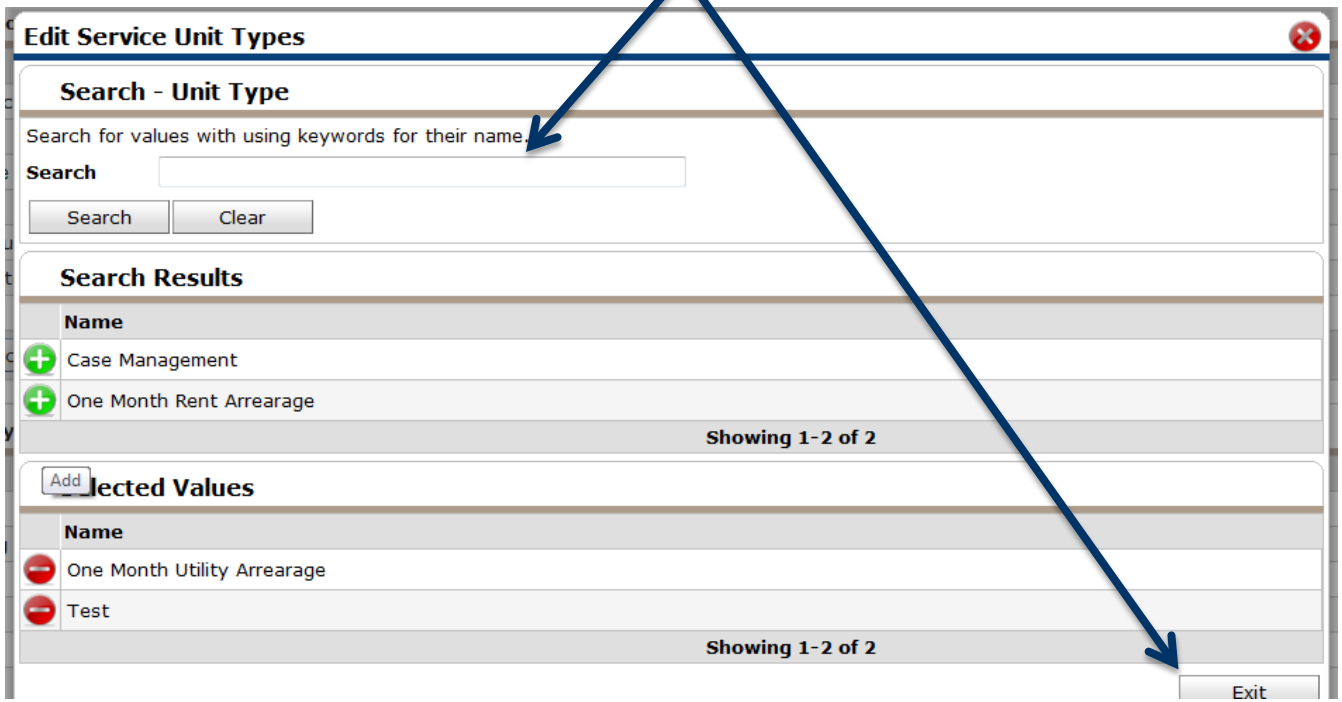


Unit Type

Provider Service Unit Types are selected from the system wide picklist, unit type. Edit Provider Service Unit Types gives access to the picklist. The ***Unit Type*** is an optional, additional level of detail to enhance the service record.



Once the **Edit Provider Service Unit Types** is clicked there are 3 functions that can be performed, a search can be performed by either entering a term and clicking search, or by simply clicking Search. The 2nd function is that terms can be added by clicking on the ⊕ if the wrong term is selected, or a term is no longer needed simply click the ⊖ Once all desired terms are chosen, click the **exit** button to save choices and refresh the screen.



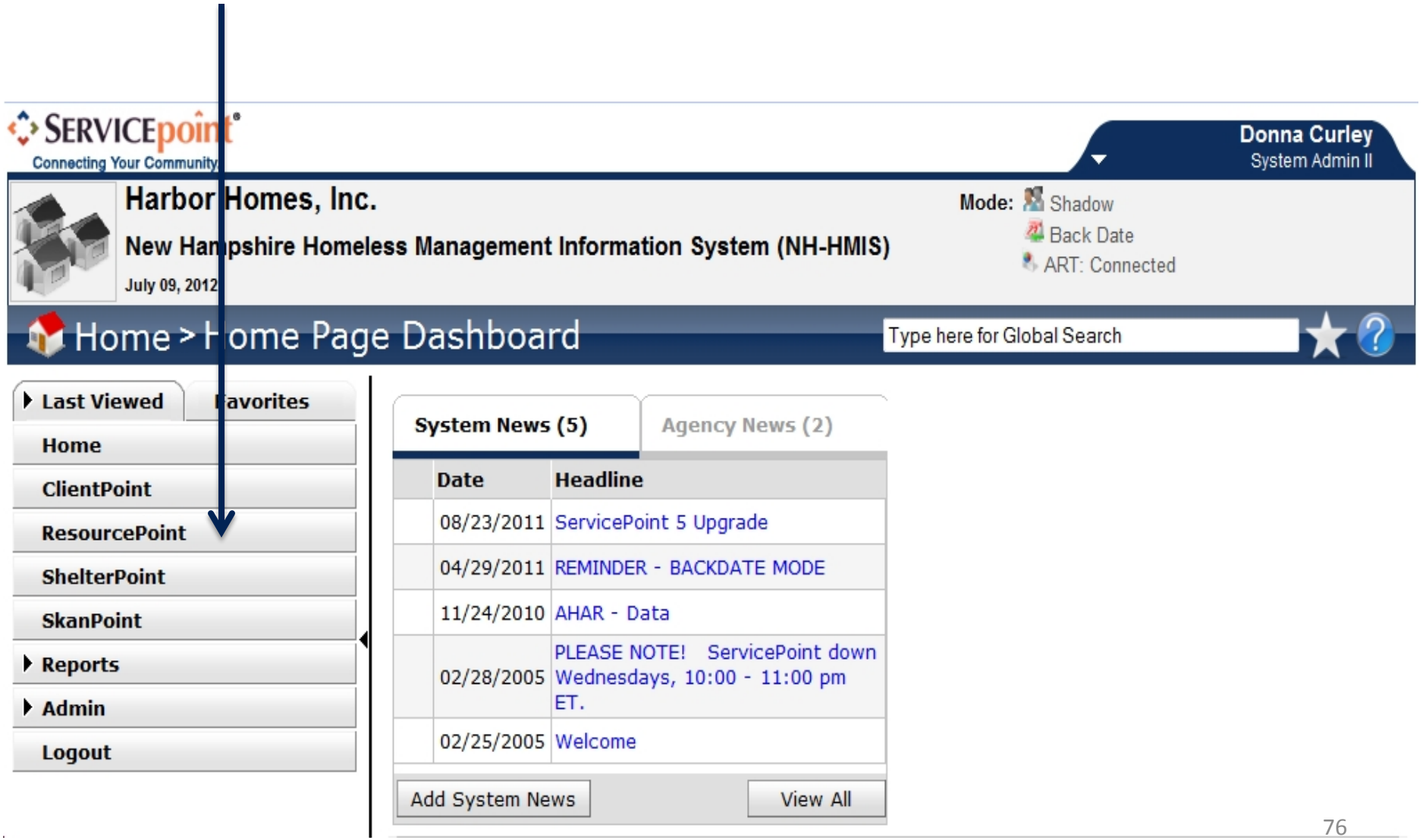
ResourcePoint

The *ResourcePoint* module is a provider database that contains a list of service providers in your area.

Locate providers based on their name, location, and services they provide.

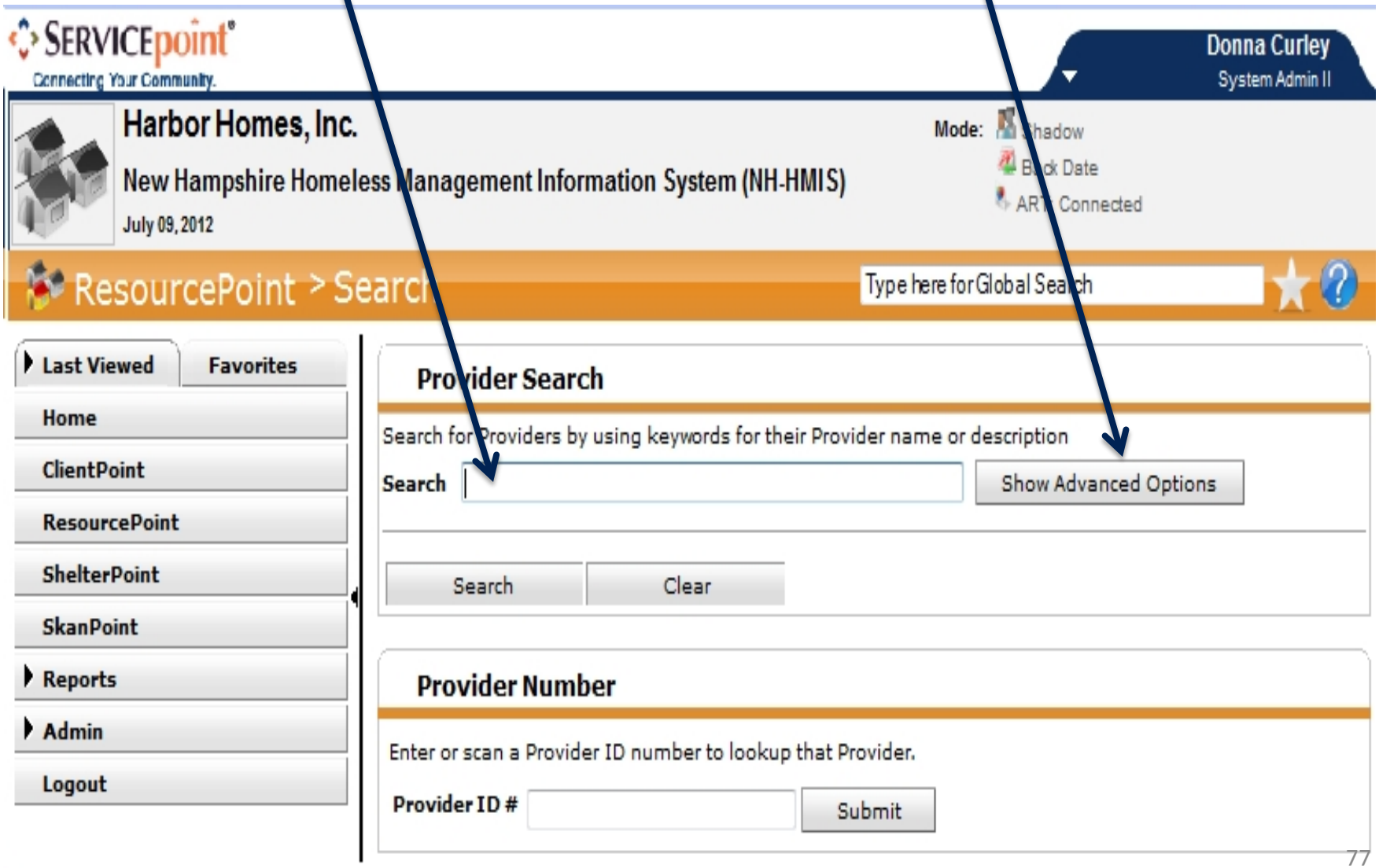
Additionally, *ResourcePoint* contains profiles on all these providers, allowing you to read about what they do and locate them on a map.

Select ResourcePoint

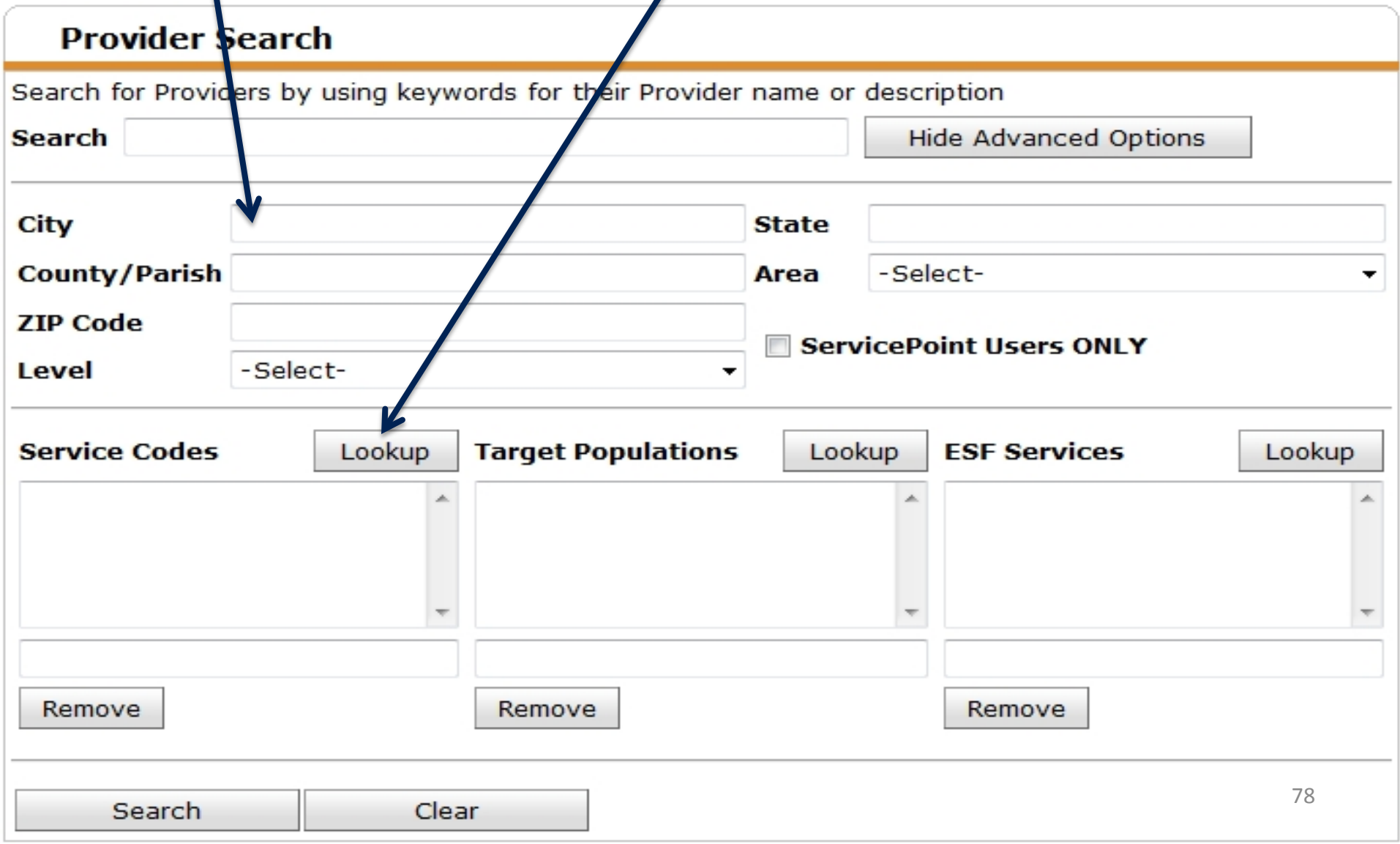


Type in a Provider name to locate based on their name

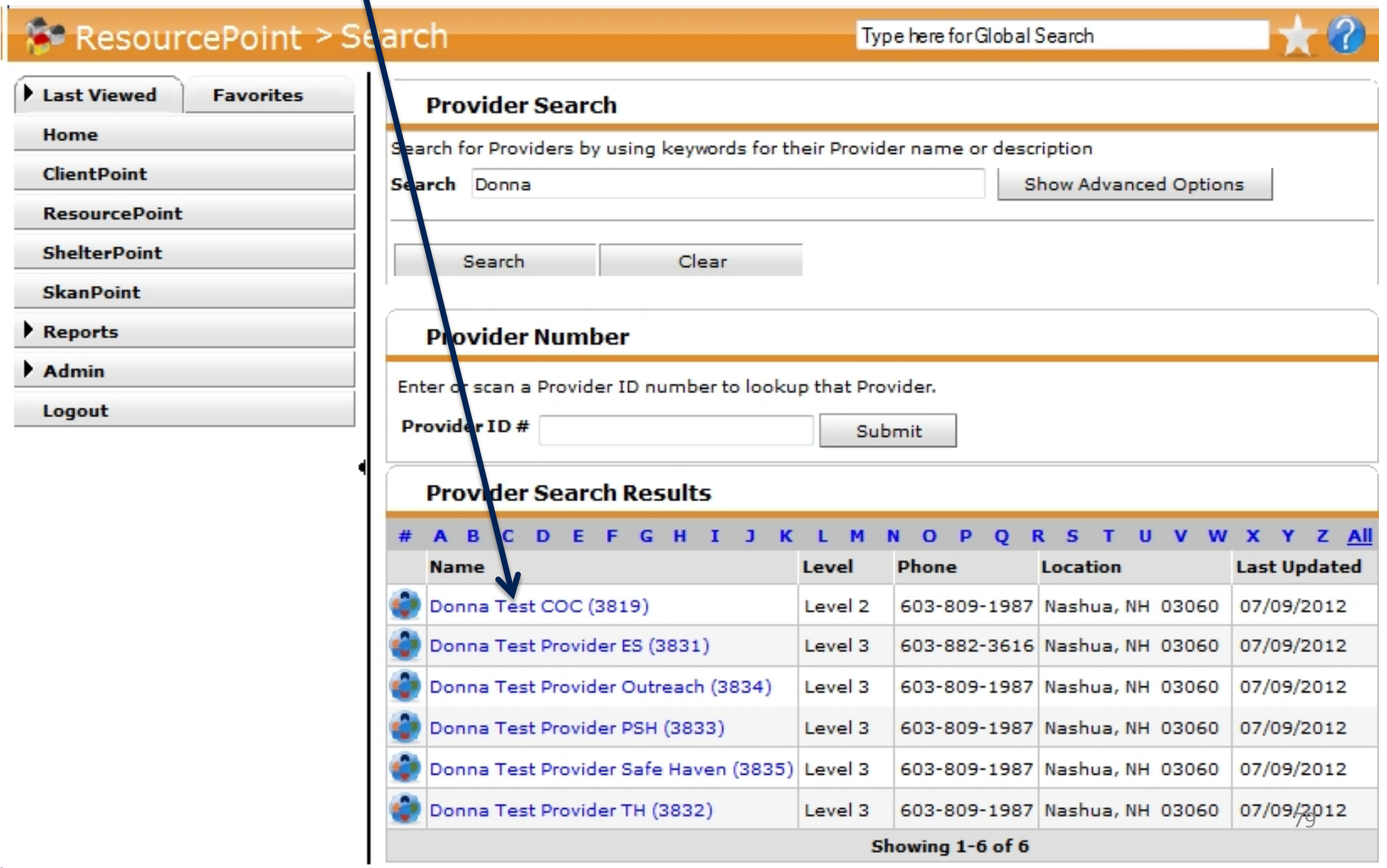
Or, click Show Advanced Options to search by location, and/or services



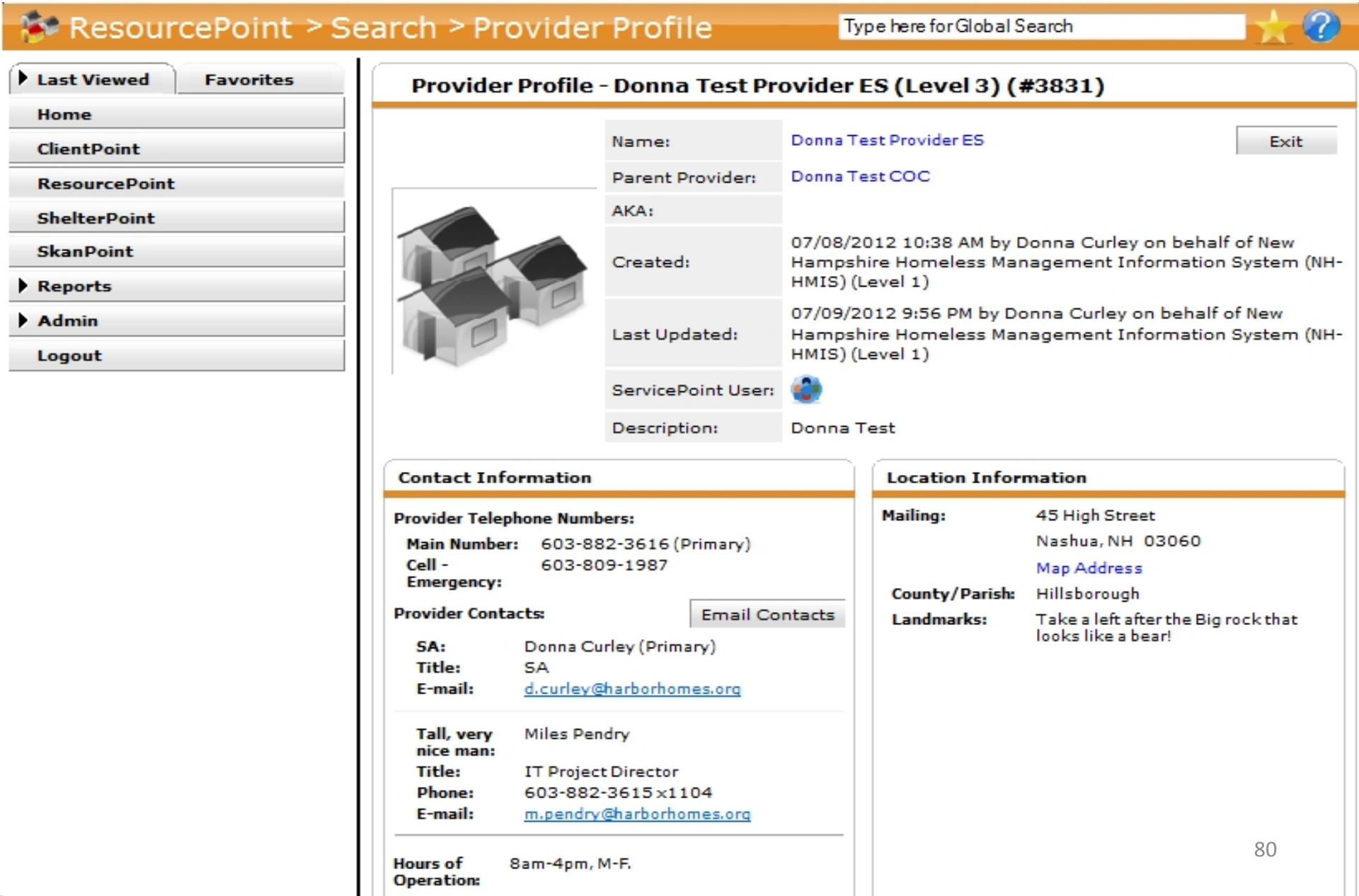
Search by location, and/or service codes



Click on a provider name for details

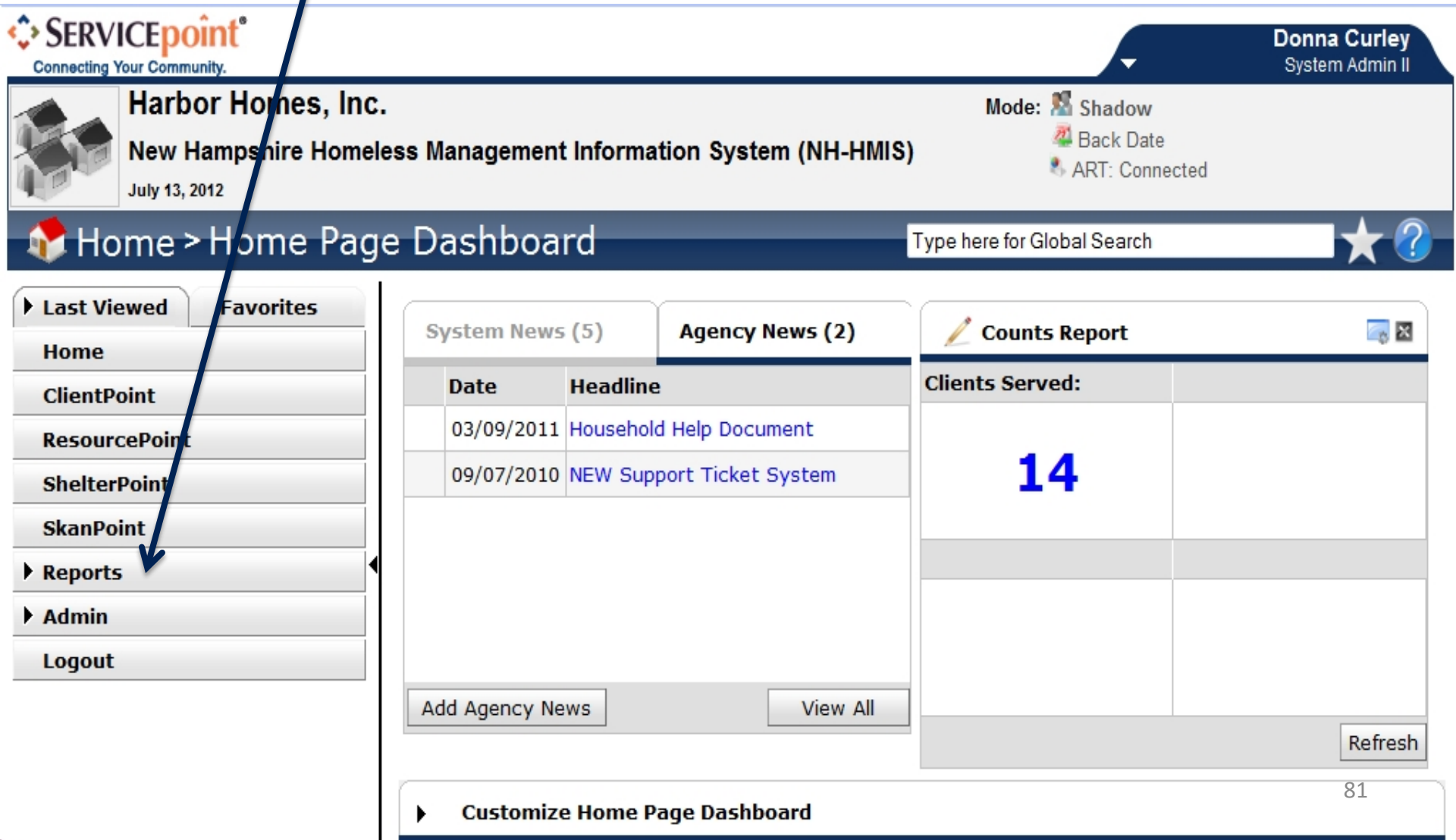


Provider details will display

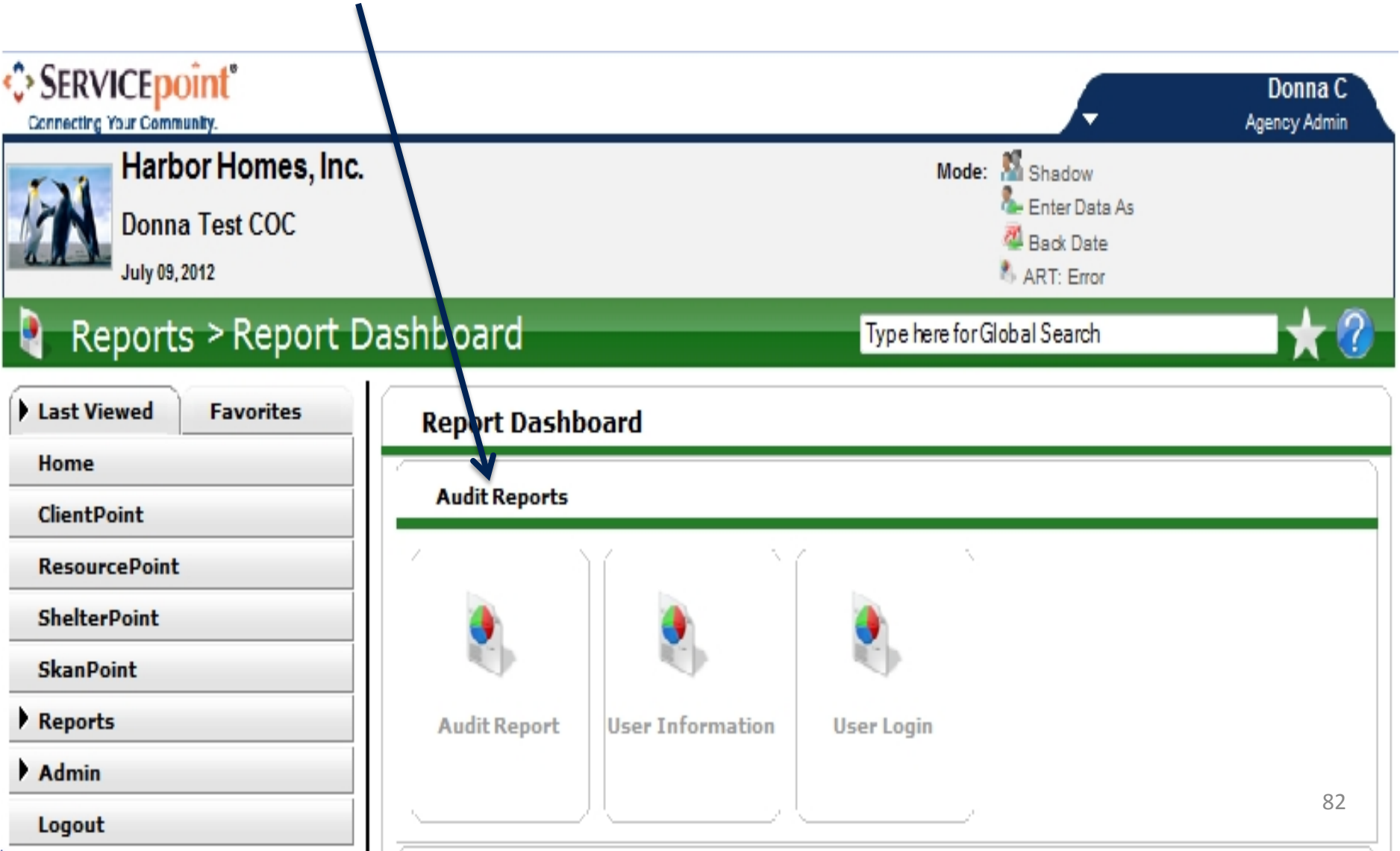


Reports

To access reports, select the Reports tab.

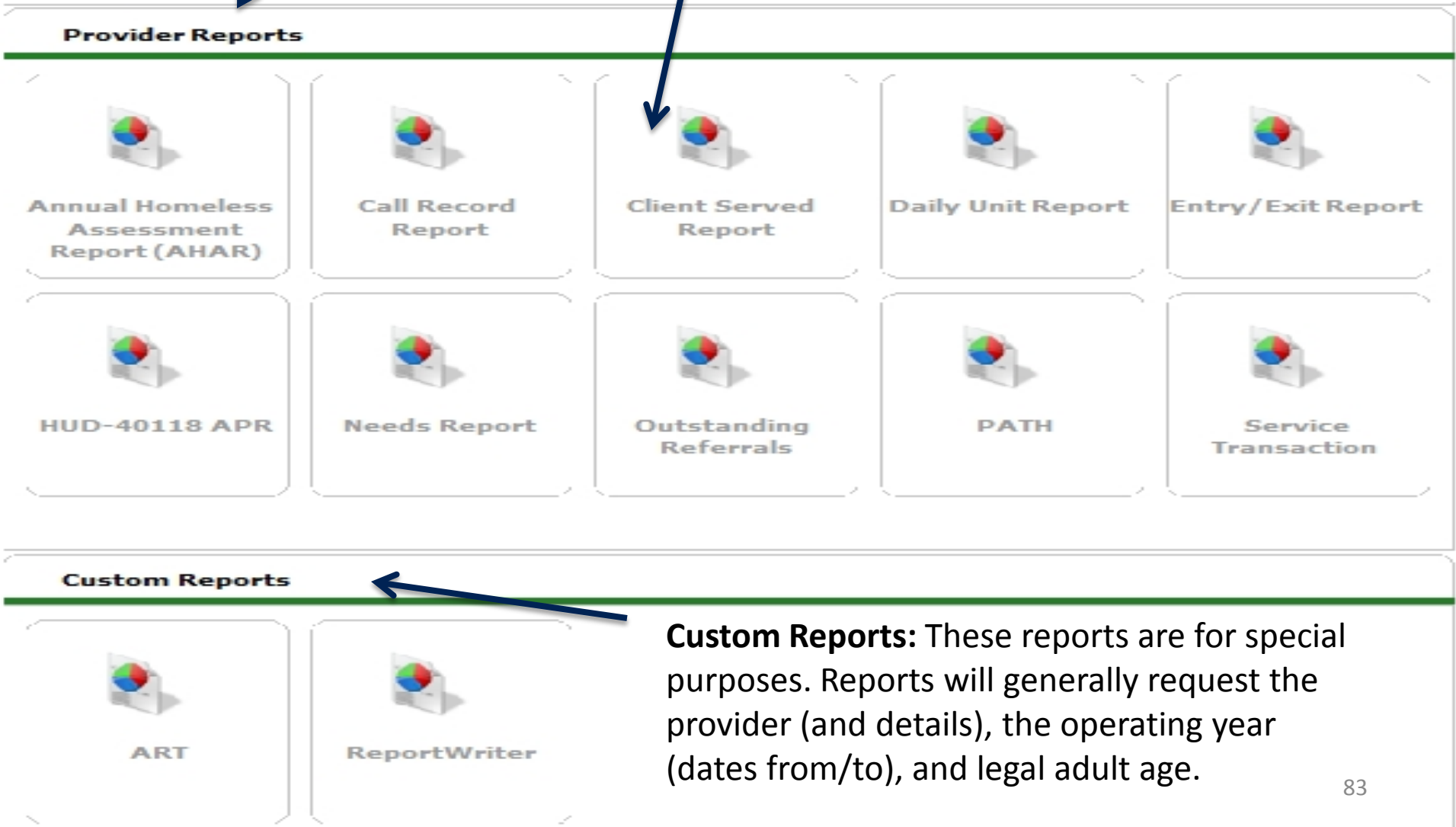


Audit Reports: These reports are for auditing user information such as login time, and what clients they have created/edited/etc through ServicePoint.



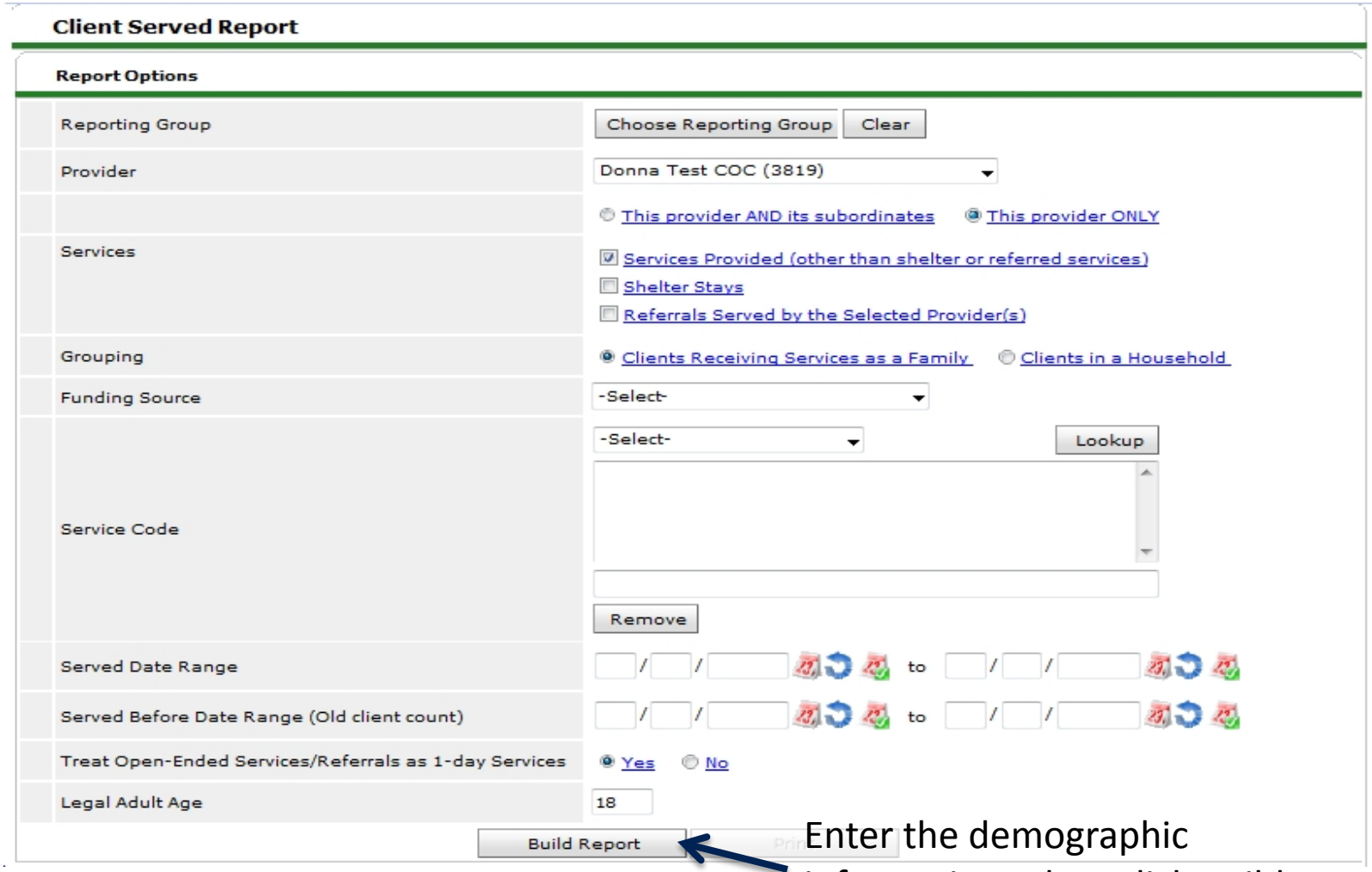
Provider Reports: These reports are the standard reports run for statistics gathering and error checking.

Client Served Report: This report is mostly used for demographic information.



Custom Reports: These reports are for special purposes. Reports will generally request the provider (and details), the operating year (dates from/to), and legal adult age.

Client Served Report: This report provides an unduplicated count and breakdown of clients served by the provider selected based on Service Transactions for clients.



Enter the demographic information , then click Build Report.

Advanced Reporting Tool (ART) & ReportWriter

The Advanced Reporting Tool (ART) can be found in the Reports tab if a license has been purchased.

Reports will generally request the provider (and details), the operating year (dates from/to), and legal adult age.

See the “User Guide to Running APR in ART 7-2012” document for details on how to run your ARP in ART

To learn more about ReportWriter basic query tool See “User Guide to ReportWriter”

Agency Administrator Responsibilities

As needed, Agency Admins should:

- Reset, inactivate, and re-activate end-user passwords for personnel.
- Monitor access to HMIS database. Verify that staff is logging off/closing browser when away from computer, etc.
- Assure new staff is trained on the HMIS System.
- Review NH HMIS Policies and Procedures with all end-users.
- Update agency profile information on ResourcePoint.
- Delete duplicate client records.
- Provide technical support assistance to Agency's end-users and report all HMIS database incidents to NH-HMIS.
- Administer Provider Agency specified business and data protection controls.
- Create processes to ensure data confidentiality and accuracy.

Agency Administrator Responsibilities

Every Two Weeks (recommended)
•Monitor possible duplication of records, at least every two weeks.

Monthly (Monthly recommended)
•Correct inaccurate information and missing required data elements.

•Designate a staff member to regularly attend HMIS Data Group meetings so they can communicate HMIS updates, HMIS policy and practice guidelines, HMIS data analysis, HMIS software/hardware upgrades, and HMIS decisions to Provider Agency.

•For those HUD-funded agencies, review your APR report for data inconsistencies and assign corrections to staff members as necessary.

Quarterly (Quarterly recommended as a minimum)
•Pull a random sampling of an appropriate amount of clients' files and compare them to ServicePoint data for completeness and accuracy.

Agency Security

To ensure security, Agency Administrators should:

•Perform random, periodic selection of client and verification of forms on file (Acknowledgement on file)

•Data Collection Notice Posted at Intake

•User Agreements on File (Signed after training and sent to NH-HMIS System Administrator)

•HMIS Form Revision Monitoring

•Formal Grievance Procedures

•Monitor Users for Confidentiality Compliance

•Escalate/Report Breaches of Confidentiality

•Assure HMIS Users complete User Confidentiality Training

Physical Security

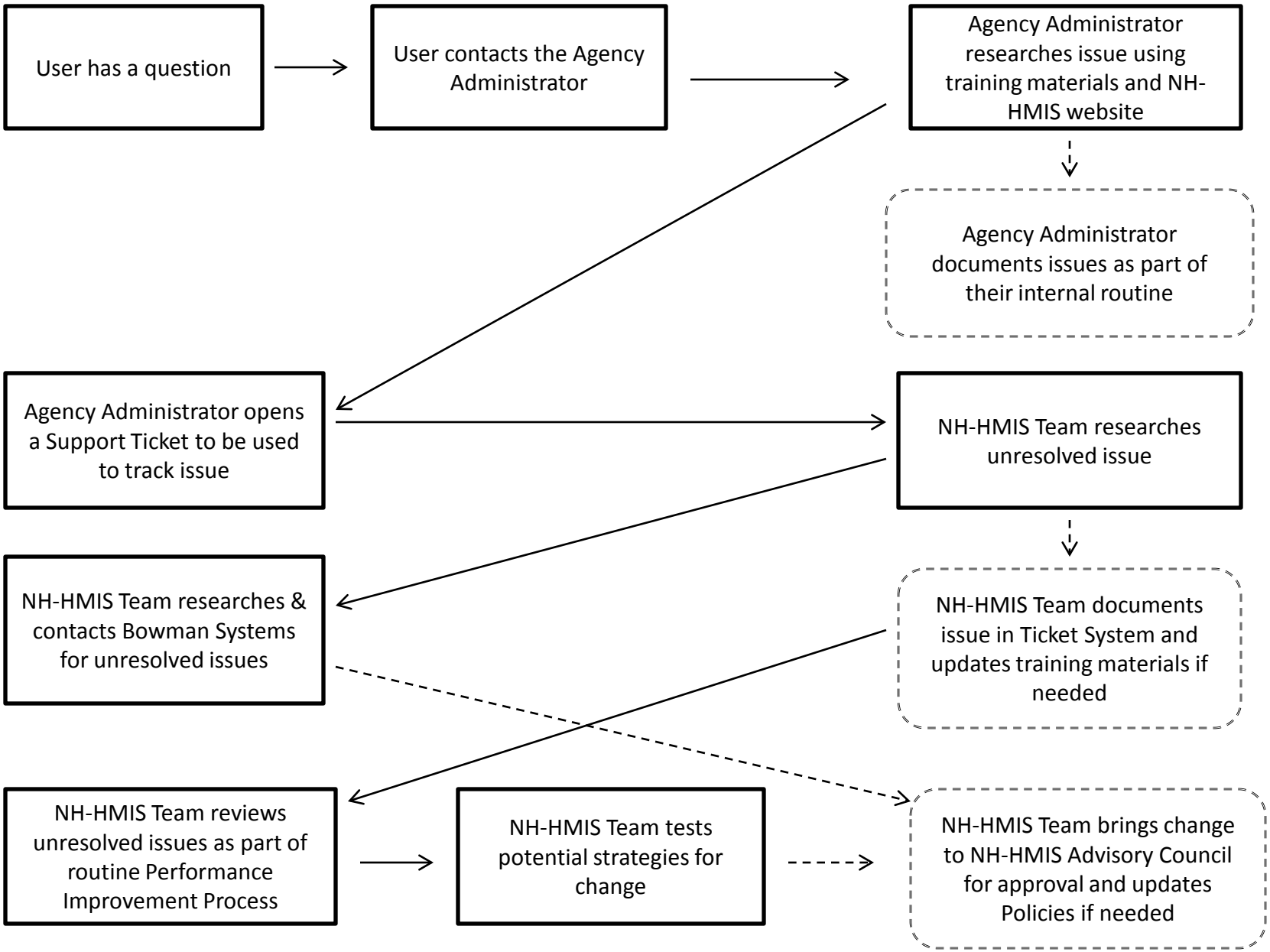
PC Hardware Password Protection

PC Hardware Secure Physical Location

PC Screen not Viewable by Casual Bystanders

NO Stored Passwords

NH-HMIS Support Paradigm


User has a question
User contacts the Agency Administrator
Agency Administrator researches issue using training materials and NH-HMIS website
Agency Administrator documents issues as part of their internal routine
Agency Administrator opens a Support Ticket to be used to track issue
NH-HMIS Team researches unresolved issue
NH-HMIS Team researches & contacts Bowman Systems for unresolved issues
NH-HMIS Team documents issue in Ticket System and updates training materials if needed
NH-HMIS Team reviews unresolved issues as part of routine Performance Improvement Process
NH-HMIS Team tests potential strategies for change
NH-HMIS Team brings change to NH-HMIS Advisory Council for approval and updates Policies if needed

To open a new HMIS Ticket:

1. Open Internet Explorer
2. In the Browser address bar enter http://support.nh-hmis.org
3. Login Id = hmisagencies
4. Password = Support2010

If you have problems accessing the system, please contact the HMIS Help Desk at:

hmishelpdesk@nh-hmis.org